2012/13

Report on Multiculturalism

BRITISH COLUMBIA

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Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant Governor of the Province
of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 19th annual report on the operation of the Act. This report covers the activities for the 2012/13 fiscal year.

Respectfully submitted,

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Letter to the Minister

Honourable Teresa Wat
Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2012/13. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2012/13.

Sincerely,

Shannon Baskerville
Deputy Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

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Minister's Message

I am pleased to present the annual Report on Multiculturalism: Government of British Columbia (2012-2013). For 19 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism that highlights initiatives that foster and sustain an internal culture of inclusion in the B.C. government and ensures that public services are accessible to all British Columbians. Within this report are examples of commitments to both the goals of the Multiculturalism Act — to recognize that diversity enriches the lives of all of us — and the goal of putting families and communities first.

B.C. is a cultural mosaic and its biggest resource is its people. As the most ethnically diverse province in Canada, British Columbia welcomes nearly 40,000 new immigrants every year from countries around the world. With them they bring their traditions, ideas and attributes that contribute to our province's prosperity.

The Report on Multiculturalism outlines government's commitment to diversifying the BC Public Service and being inclusive of all British Columbians. Also found in the report are examples of the excellent work being done across government. Highlights include:

- » Supporting the BC Jobs Plan by continuing to support inclusive employment opportunities across all parts of government;
- » Awarding Community Gaming Grants to support multicultural community festivals and to support cultural groups in maintaining their heritage through the BC Arts Council;
- » Increasing the emphasis on cultural competency and cross-cultural training offered by ministries and crown corporations;
- » Releasing a research report on Barriers to Aboriginal Trades Training and Participation that included successful approaches to overcome barriers; and
- » Recognizing the expanding diversity of B.C., translated materials are increasingly provided for the public by the B.C. government, including the Starting a Small Business guide which is published in nine languages.

The roots of multiculturalism run deep in our society. It is the responsibility of every British Columbian to ensure that it flourishes and grows for the benefit of everyone today and for future generations. This is reflected in the public sector and in government's response to engender a culture of acceptance, understanding and mutual respect.

I would like to acknowledge and congratulate the Multicultural Advisory Council on their anniversary and thank them for their valuable insight into multiculturalism over the past 25 years.

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Multicultural Advisory Council

I present the 2012-2013 Multicultural Advisory Council (MAC) report with pride and pleasure on behalf of the Council members. This year stands out as one of the most accomplished years of the MAC. The MAC's mandate is to provide strategic advice to the Minister Responsible for Multiculturalism focused on community engagement and community empowerment as we build inclusive communities across the province. The Council strongly believes that multiculturalism and diversity are our assets and social capital that contribute to our growth and development.

The MAC held five meetings during the year 2012-2013. Some of the important highlights of the Council's commitment to anti-racism and multiculturalism for the year have been:

- Leadership in proactively engaging in the process for an effective annual Report on Multiculturalism (ROM);
- Strategic leadership and community engagement strategy to promote the 2012 Annual Provincial Nesika Awards;
- Provincial Nesika Awards Event during the Provincial Multiculturalism Week in November 2012; and
- Anti-Racism Roundtable in partnership with the University of the Fraser Valley.

LEADERSHIP IN PROACTIVELY ENGAGING IN THE PROCESS FOR AN EFFECTIVE ANNUAL REPORT ON MULTICULTURALISM (ROM)

The MAC members discussed some of the following strategies for an effective ROM:

- The Multiculturalism Unit could leverage the ROM as a significant tool to connect with each ministry and Crown corporation;
- Engaging the ROM writers from all the ministries and the Crown corporations in effective contributions through reports;
- Acknowledging the contributions of the ROM writers; and
- Recognizing the ministries and the Crown corporations for their excellence in promoting multiculturalism across the government and through their annual service plan.

One of the important recommendations of the MAC for an effective ROM is to create a fifth category of "Excellence in Government to promote Multiculturalism and Diversity" in the annual Provincial Nesika Awards.

STRATEGIC LEADERSHIP AND COMMUNITY ENGAGEMENT STRATEGY TO PROMOTE THE 2012 ANNUAL PROVINCIAL NESIKA AWARDS

The annual Provincial Nesika Awards (PNA) are organized and sponsored by the MAC and the Awards Event takes place during provincial multiculturalism week in the third week of November each year. For the first time in January 2012, the Council members undertook and completed an evaluation of the annual PNA (from 2008) in order to understand the strengths and the opportunities of the awards and to develop a strategy for the successful implementation of the program.

Under the leadership of the MAC Secretariat, the Council members proactively promoted the nominations of the Awards all across the province. As a result, the Awards received an unprecedented community response with one hundred and sixty nominations in four categories: individual, youth, business and not-for-profit organization.

2012 PROVINCIAL NESIKA AWARDS EVENT DURING THE PROVINCIAL MULTICULTURALISM WEEK

The Provincial Nesika Awards Event was held at the Bonsor Recreation Centre in Burnaby, BC, on November 23rd. The Event also received an unprecedented community response with more than four hundred people in attendance.

Mr. John Yap, the then Minister for Advanced Education, Innovation, and Technology and the Minister Responsible for Multiculturalism, presented the Awards to four recipients in four categories. Mr. Mo Dhaliwal, Chair of the MAC, and Ms. Shellina Lakhdhir, Vice-Chair, were the emcees for the Event.

The 2012 Nesika Awards were a successful and inspiring experiment in innovation, community partnership and community engagement.

MARCH 21, 2013: ANTI-RACISM ROUNDTABLE IN PARTNERSHIP WITH THE UNIVERSITY OF THE FRASER VALLEY, ABBOTSFORD, BC

To mark the International Day to Eliminate Racism and Discrimination on March 21st , the MAC organized an Anti-Racism Roundtable in partnership with the Race-Anti-Racism Network and the Centre for Indo-Canadian Studies and Research at the University of the Fraser Valley campus in Abbotsford. More than 40 representatives from communities, businesses, academics and local governments participated at this roundtable as well as MAC members and ministry staff.

Dr. Margo Tamez from UBC Okanagan was the keynote speaker who made a presentation on the indigenous issues which was followed by an intensive discussion on building proactive partnerships in British Columbia to eliminate racism and discrimination.

I would like to take this opportunity to state that this roundtable is an example of MAC's community engagement and stakeholder partnership strategy to promote Multiculturalism.

COUNCIL MEMBERSHIP

Currently, there are 15 Council members. I wish to thank all the members for believing in multiculturalism to build a strong province and for promoting intense and engaging discussions during the MAC meetings by devoting their time to serve the people of British Columbia.

On behalf of the Council, I would like to thank the government of British Columbia for its commitment to engage with the communities from across the province and inspiring them to promote multiculturalism through various initiatives. I thank the Multicultural Advisory Council Secretariat for its strategic leadership in keeping the MAC members informed, involved and inspired.

Respectfully submitted,

Mo Dhaliwal
Chair

MEMBERS OF THE MULTICULTURAL ADVISORY COUNCIL FOR 2012/13:

Mo Dhaliwal (Chair): Vancouver
Shellina Lakhdhir (Vice-Chair): North Vancouver
Angela Fang: Nanaimo
Angela Hollinger: Vancouver
Allan E. Horning: Kelowna
David C. Lai: Victoria
Senator Yonah K. Martin: Vancouver
Eunice Oh: Coquitlam
Anar Popatia: Coquitlam
Michelle A. Rakotonaivo: Surrey
Baljit Sethi: Prince George/Mackenzie
Susan Tatoosh: Vancouver
Myrt Turner: Prince George
Andy Wickey: Coquitlam
Patrick Wong: West Vancouver

Spotlight on the Multicultural Unit

HISTORY AND OVERVIEW OF THE MULTICULTURALISM UNIT

Since 2002, the Multiculturalism Unit has been responsible for the legislative requirements of the Multiculturalism Act which includes the coordination of the Multiculturalism Advisory Council and the submission of the Annual Report on Multiculturalism. In addition, the Multiculturalism Unit funds community programs under EmbraceBC. EmbraceBC programs were designed as a result of stakeholder consultations and research, and support a range of community-based projects that effectively address racism and promote multiculturalism

ARTS ENGAGEMENT

> *"The event removed stereotypes and provided the chance to experience differences in a non-threatening environment."*
>
> VANCOUVER ISLAND PARTICIPANT

Arts Engagement projects support arts-based community initiatives that promote interaction and collaboration between diverse groups (different cultural, ethnic, faith and linguistic backgrounds) to address racism, promote multiculturalism, and build inclusive communities.

In 2012–13, over 4,600 participants across 24 projects in four regions participated in a wide range of creative and innovative community arts initiatives that included theatre performances, art shows and displays, photography exhibits and large cultural events. A wide range of community members and organizations participated and collaborated including local artists, theatre and dance companies, community centres, women's groups, labour organizations, municipal governments, multicultural organizations, ethno-cultural groups, and youth organizations. Resources that were developed included posters, brochures, unique pieces of art, photographs, websites, a radio documentary, videos, plays and murals. This year there was an increase in the participation and engagement of youth groups from diverse communities including Aboriginal, Métis, First Nations, immigrant and refugee groups, school groups and arts organizations.

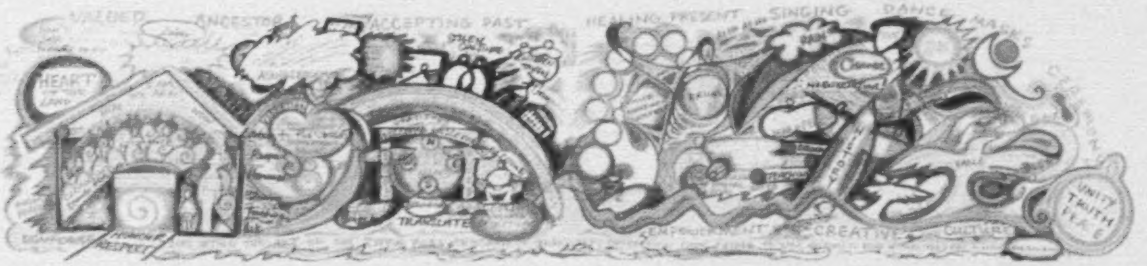
PROGRAM HIGHLIGHTS

> *"So much diversity; so many ways to look at the beauty of everyday life."*
>
> BULKLEY VALLEY PARTICIPANT

BULKLEY VALLEY COMMUNITY ARTS COUNCIL - LIFE EXPOSURE: IMAGES OF A COMMUNITY

The Life Exposure: Images of a Community project focused on the individual and collective exploration of identity, place and voice through the medium of photography. Community members including First Nations, new immigrants and diverse faith groups submitted photos and the photos were exhibited in a local art gallery for public viewing.

The Story of Campbell River through Graphic Recording



> *"Exploring photography allowed ESL Learners to bypass the difficulty of communicating in English."*
>
> BULKLEY VALLEY PARTICIPANT

RICHMOND MULTICULTURAL CONCERNS SOCIETY – DIVERSITY TALENT SHOW

The Richmond Multicultural Concerns Society project organized workshops, auditions and a grand finale show where students showcased diversity, harmony and inclusion through dance, drama, poetry and music. Three auditions were hosted and ten finalist performed for the public with acts ranging from traditional Indian dance, contemporary Chinese dance, original music, spoken word and aerial hooping.

> *"My understanding of various issues that plague every society (racism, bullying) has been greatly enhanced. I now know how to approach such issues in a more sensitive and tactful way."*
>
> RICHMOND DIVERSITY TALENT SHOW PARTICIPANT

INTERFAITH BRIDGING

Interfaith Bridging projects support initiatives that facilitate the building of relationships between diverse faith communities and seek to promote understanding of intersecting identities such as a person's faith, culture and ethnicity.

> *"If we can bring such a variety of faiths together and enjoy the day together, then there really is hope for world peace."*
>
> POWELL RIVER, TAOIST PRESENTER

In 2012–13, over 6,000 participants across 14 projects representing many faith groups including Christian, Muslim, Sikh, Buddhist, Bahai, Jewish and Wiccan met to have meaningful interactions and dialogue.

Over 198 partnerships (119 new partnerships) were created between different faith and community organizations. Many projects reported an increase in youth participation; the Cowichan Intercultural and Immigrant Aid Society reported that 50 per cent of their participants and volunteers were youth; Prince George has established an Interfaith Youth Group; and the Multicultural and Immigrant Services of North Vancouver Island project noted that they "now have a strong group of youth who are committed to standing up for diversity and sharing their understanding of the faiths in our community with others who are less informed."

In addition, enhanced and new relationships with local aboriginal communities resulted in increased participation in local aboriginal initiatives including the Truth and Reconciliation Commission processes. Some common themes and responses identified from participant feedback included:

- Creating a safe place for new relationships and the opportunity to experience the diversity of the local community is valuable;
- Increased awareness of community linguistic and cultural diversity supports a renewed 'hope for humanity';
- One participant admitted she was afraid of other belief systems but by taking part in the event she was more inclined towards acceptance of others;

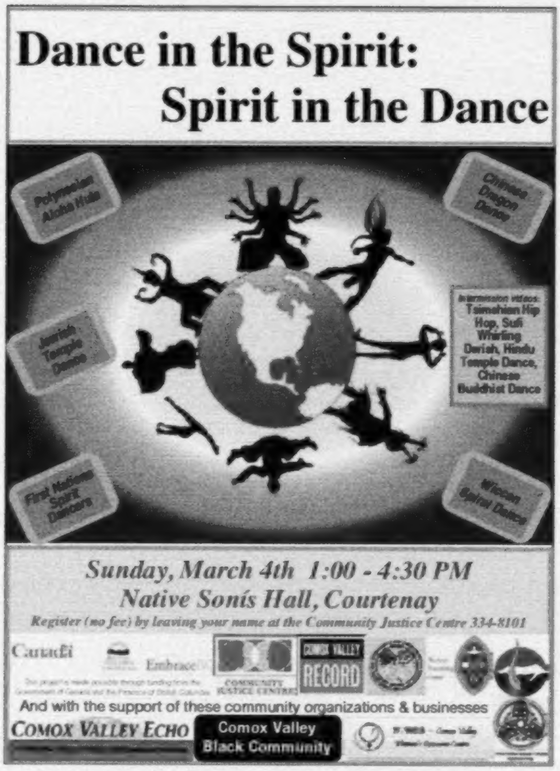
» Some participants who had never made their beliefs common knowledge came out of the 'faith closet' to publicly state their beliefs; and

» The presentation raised awareness about 'Islamaphobia' and increased compassion and support for the Muslim families in my community.

> *"The event was extraordinary. It was amazing to see all the different people communicating and socializing and to observe firsthand the faith group bridges being made."*
>
> VICTORIA PARTICIPANT

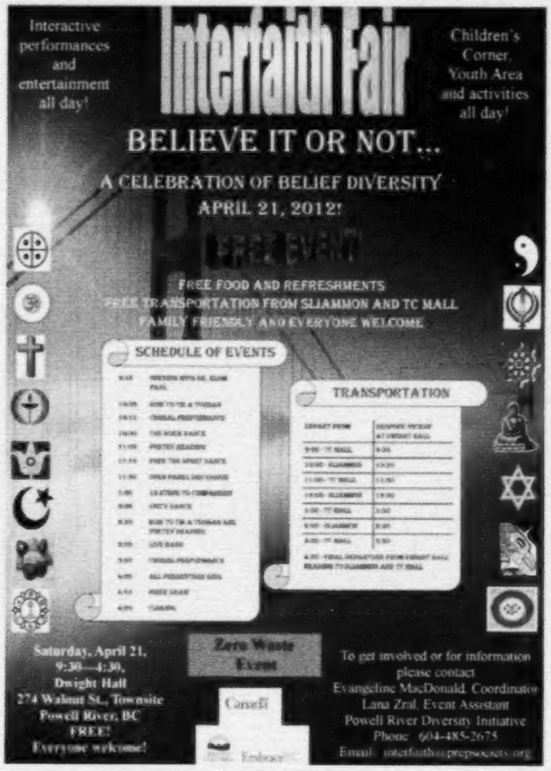
PROGRAM HIGHLIGHTS

Dancing in the Spirit: Spirit in the Dancing


Dance in the Spirit:
Spirit in the Dance
Polynesian Aloha Hula
Chinese Dragon Dance
Informational videos: Taiwanese Hip Hop, Sufi Whirling Dervish, Hindu Temple Dance, Chinese Buddhist Dance
Jewish Temple Dance
First Nations Spirit Dancers
Wiccan Spiral Dance
Sunday, March 4th 1:00 - 4:30 PM
Native Sonís Hall, Courtenay
Register (no fee) by leaving your name at the Community Justice Centre 334-8101
Canada
Embrace
Community Justice Centre
Comox Valley Record
And with the support of these community organizations & businesses
Comox Valley Echo
Comox Valley Black Community

The Comox Valley Community Justice Centre brought together local faith groups and community services to organize a dance presentation to showcase spiritual dances from diverse faith traditions. The dances represented traditions from faiths including Chinese Buddhist, Aboriginal, Polynesian Aloha, Pagan, Jewish and Taiwanese Confucian. Each presentation included a discussion of the faith context of the dance and provided the opportunity for audience participation. More than 150 people participated in the event. The dance presentations promoted a deeper appreciation of dance as a spiritual practice, not just an ethnic performance, and a recognition of the importance of faith dances in a multicultural society.

Interfaith Fair: Believe it or Not


Interactive performances and entertainment all day!
Interfaith Fair
Children's Corner, Youth Area and activities all day!
BELIEVE IT OR NOT...
A CELEBRATION OF BELIEF DIVERSITY
APRIL 21, 2012!
FREE EVENT
FREE FOOD AND REFRESHMENTS
FREE TRANSPORTATION FROM SLIAMMON AND TC MALL
FAMILY FRIENDLY AND EVERYONE WELCOME
SCHEDULE OF EVENTS
TRANSPORTATION
Saturday, April 21, 9:30—4:30, Dwight Hall 274 Walnut St., Townsite Powell River, BC FREE! Everyone welcome!
Zero Waste Event
Canada
Embrace
To get involved or for information please contact Evangeline MacDonald, Coordinator Lana Zral, Event Assistant Powell River Diversity Initiative Phone: 604-485-2675 Email: interfaith@prepsociety.org

The Powell River region, traditionally a predominantly Christian community, is becoming increasingly diverse due to migration and immigration. In order to increase understanding between people of different faith groups, the Powell River Employment Program organized a one-day interfaith fair. Over 400 people attended and 27 different faith and belief systems were showcased.

Each faith group presented information about their specific values that included a display of symbols and significant materials that represented their beliefs, served a special food related to their faith, and organized an interactive activity — all in a safe, inclusive and fun atmosphere. Events included a demonstration of turban-tying, entertainment by the local Open Door Healing Centre Band and a panel discussion.

> *"This is one of the most important events to happen in Powell River in 30 years."*
>
> POWELL RIVER PARTICIPANT

PROVINCIAL NESIKA AWARDS 2012

The Provincial Nesika Awards (PNA), first proclaimed in 2008, recognize and honour accomplishments in multiculturalism that bring diverse cultures together in making British Columbia an inclusive place to live, grow and flourish. These awards are a partnership between the Multicultural Advisory Council and the Government of British Columbia that reflects the Province's commitment to promote multiculturalism by recognizing individuals, organizations and businesses for their exceptional work in building stronger communities. On behalf of the provincial government, the Multicultural Advisory Council organizes and sponsors these Awards.

> *"An overwhelming community response to the Provincial Nesika Awards reflects that multiculturalism is not just alive but thriving in British Columbia."*
>
> PROVINCIAL NESIKA AWARD PARTICIPANT

For the 2012 PNA, nominations were received in four categories: Individual, Youth, Organization and Business. The Multicultural Advisory Council had recommended a new Youth category to recognize the multicultural accomplishments of the youth in British Columbia.

The 2012 PNA received an unprecedented response from the communities with 160 nominations in four categories. The event was attended by more than 400 participants from a cross-section of organizations including not-for-profit services, education programs, business, law enforcement and local and provincial governments.

2012 AWARD RECIPIENTS

Organization Category:
Collingwood Neighbourhood House

Collingwood Neighbourhood House (CNH) serves the most culturally diverse neighbourhood in Vancouver. With over 100 programs and services, in addition to facilitating dozens of community development initiatives, they embed intercultural ways of living, playing, learning and working together.

Individual Category:
Winnie L. Cheung

Winnie Cheung has been instrumental in establishing several signature programs to foster interactions between international and local students, engage the community with UBC, and promote learning through the appreciation of cultural diversity.

Business Category:
John Donnelly Events Management

John Donnelly and Associates conceived and produced the Surrey Fusion Festival, BC's largest multicultural festival. Its fifth year produced a record attendance of over 75,000, and represented 35 cultural groups that showcased their countries of origin through music, dance, art and food.

Youth Category:
Jorge Salazar

Currently working at the Vancouver Foundation, Jorge Salazar focuses on immigrant and refugee youth in his work coordinating and communicating between partner organizations and the youth advisory team. He promotes strong community connections, including First Nations, urban Aboriginal, immigrant and refugee communities in British Columbia.

ORGANIZING AGAINST RACISM AND HATE (OARH)

Originally called the Critical Incidence Response Model (CIRM), EmbraceBC's Organizing Against Racism and Hate (OARH) program was established in 2001. The program was developed to support a coordinated approach to counter racism and hate activity in remote and rural communities throughout B.C. Through community engagement, leadership and capacity building the program aims to enhance the ability of rural communities in British Columbia to effectively address racism and hate crime. There are two components of the OARH: the OARH Community program and the OARH Regional Networks.

The OARH Community program is a progressive three-year, three-step program. The first year focuses on building skills and community capacity to increase community awareness of the presence of racism and hate and the importance of local actions to address it. In year two, the focus is on community engagement that supports community participation in discussions of racism and hate, and to explore local solutions. The third year focuses on the community organizing and establishing a community action and sustainability plan to address racism and hate.

The OARH Regional Networks are for communities that have completed all three steps and provide further opportunities to mentor one another and to discuss, share and develop regional anti-racism and anti-hate resources. The OARH Networks are also active in recruiting new communities to participate in the OARH Program and provide valuable leadership and support for those communities that are in the beginning stages of addressing racism and hate and building inclusive communities.

In 2012–2013, seven communities were involved in a progressive three-year, three-step process and six regional networks were funded. Accomplishments for 2012–2013 included the signing of a charter committing to addressing incidents of racism in two communities. The program was also utilized by two OARH groups to mobilize the community to respond to a public incident of hate crime. Additional activities included community events and exhibits - "different like me" murals, a film festival and a theatre production performed in front of over 2,500 high school students.

In 2012–2013, the OARH program, as a member of the provincial Hate Crimes Team, was awarded the *National Award of Excellence* from the Canadian Race Relations Foundation.

PUBLIC EDUCATION

Public Education funding supports projects that seek to create innovative and interactive public education strategies that engage the public around issues of racism, multiculturalism and inclusion.

CELEBRATE YOUR ROOTS

In honour of Multiculturalism Week in British Columbia, EmbraceBC hosted an interactive public art installation at Robson Square in Vancouver.

From November 18–24, 2012, a maple tree was placed in the middle of Robson Square in Vancouver. The tree symbolized how British Columbians' widespread cultural roots come together as a beautiful, unified tree. People were encouraged to think about how they "live multiculturalism" and record their thoughts on colourful leaves that were then added to the tree. Throughout the week, there were over 2,700 leaves added to the tree and thousands of others interacted with the tree by exploring the leaves, taking photographs to share and engaging in conversations with others about how they live multiculturalism. At the end of the week, the tree was planted in Stanley Park at Brockton Point as a living monument to multiculturalism in British Columbia.

Project video: http://goo.gl/M0F6NJ

SAFE HARBOUR: *RESPECT FOR ALL*

Established in 2004, the Safe Harbour: *Respect for All* program is funded by EmbraceBC and delivered by the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA). The primary focus of the program is to address discrimination and promote inclusive workplaces by providing diversity and anti-discrimination training to non-profit, government and private sector organizations throughout B.C. Once trained, an organization becomes a Certified Safe Harbour location and displays a decal. Over 900 businesses, institutions, agencies, and municipalities across B.C. are signed on to the Safe Harbour program including Canada Safeway, Vancity, RBC, RONA, Royal Roads University, Comox Valley Airport and numerous small businesses. Member organizations benefit from networking opportunities, community engagement activities and training opportunities.

This year Safe Harbour expanded its reach using the Internet and a public campaign. The first webinar workshops were launched for businesses and organizations and a new Safe Harbour Google map was created showing 1,000 Safe Harbour certified locations across the province. A public campaign was also rolled out with bus ads in various locations and public service announcements.

Community events in 2012–2013 associated with the program included:

Respect for All
Pass It On!
SAFE HARBOUR
AMSSA.
Strengthening Diversity in BC
and Vancity
Koyali Burman
Safe Harbour Coordinator, Vancouver
Anita Braha
Director, Vancity Board of Directors

are proud to partner to ensure safe, inclusive workplaces and communities through the Safe Harbour: *Respect for All* program

www.safeharbour.ca

- The 4th Annual Safe Harbour Champion's Breakfast;
- An Old-Fashioned Community Picnic in Powell River;
- A radio hour on a Nanaimo community radio station;
- A Respect for All Chai Time in Mission; and
- A Diversity Lunch Event in Victoria.

In 2012, Safe Harbour: *Respect for All* was awarded the National Award of Excellence (Honourable Mention) from the Canadian Race Relations Foundation.

EMBRACING DIFFERENCE, ENGAGING COMMUNITY SYMPOSIUM

> *"I met researchers whose work is of vital importance to my work."*
>
> EMBRACING DIFFERENCE, ENGAGING COMMUNITY SYMPOSIUM PARTICIPANT

In October 2012, EmbraceBC organized and hosted a two-day symposium — Embracing Difference, Engaging Community — that provided the opportunity to learn, reflect and discuss how the changing environment related to racism and multiculturalism is impacting communities, programs and service delivery. For the first time in nearly ten years, stakeholders in the field of anti-racism and multiculturalism were brought together to share best practices, identify effective community development techniques, learn about diversity in B.C. and discuss collective goals and evaluation strategies.

The symposium brought together over 220 leaders in multiculturalism and anti-racism work from across B.C. with 40 per cent from outside the Greater Vancouver Area. The event included panels, workshops, and presentations with a total of 47 speakers. Topics discussed included multiculturalism, youth, interfaith bridging, hate crime, project evaluation and immigration.

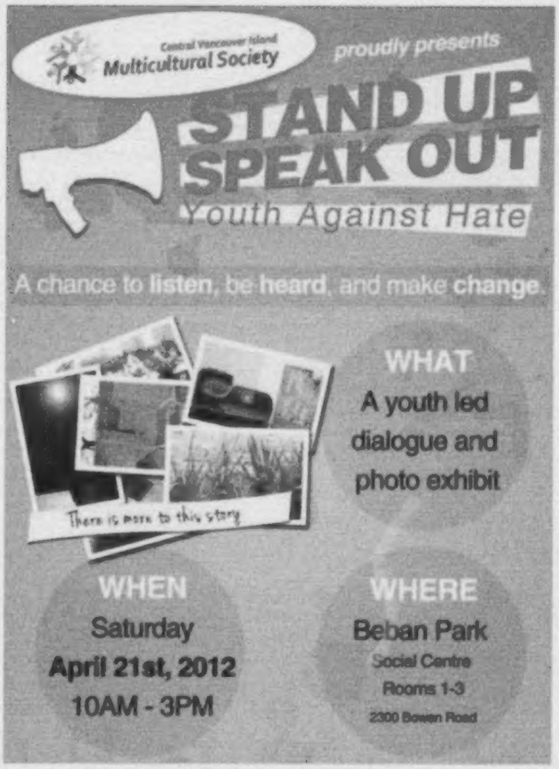
A post-event evaluation revealed that over 80 per cent of the symposium participants gained new resources, strategies and tools for their work and benefited from the networking at the event.

> *"The content of the symposium was solid and true to the work and the people."*
>
> EMBRACING DIFFERENCE, ENGAGING COMMUNITY SYMPOSIUM PARTICIPANT

COMMUNITY ENGAGEMENT AND DIALOGUE PROGRAM

YOUTH DIALOGUES

The Community Engagement and Dialogue program brings together communities from diverse background to foster trust and relationship building. This year the program focused on youth. The program utilized dialogue as a tool for youth engagement strategies to bring youth and supportive adults from diverse groups together along with representatives from the BC Hate Crimes Team to address racism, promote multiculturalism and build inclusive communities.



Over 3000 young people participated in the dialogues — an unprecedented youth response. Dialogues were promoted through proactive partnerships between the BC Hate Crimes Team, community organizations, local governments, school districts, post-secondary institutions and youth organizations. Twenty youth dialogues were held in eight regions across the province with extensive participation and leadership from Aboriginal youth.

The dialogue planning and implementation was youth-led and some common themes emerged:

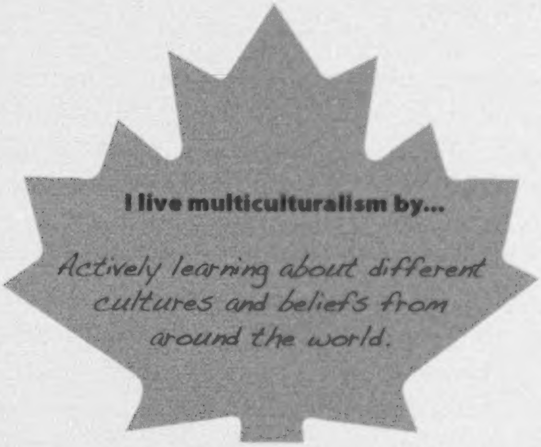
- » All parties involved gained experience and practice in meaningful youth engagement strategies and practices;
- » The participants and the communities involved in the initiative learned about what constitutes hate crime and what police resources are available to assist with this issue;
- » An in-depth understanding of the impact of hate crime, racism and multiculturalism on youth was achieved; and
- » Participants identified opportunities and strategies to engage youth in future community initiatives.

> *"I was relieved to discover that there are tools and resources available to the community if racism or hate crime issues come up."*
>
> YOUTH DIALOGUE PARTICIPANT

Intergovernmental Relations Secretariat

MANDATE

As the Government of British Columbia's primary interface with other governments in Canada, the United States, and the international community, the Intergovernmental Relations Secretariat (IGRS) is committed to embedding the public service diversity goals in our everyday work practices. IGRS is a small organization with 25 employees that is part of the Office of the Premier.



I live multiculturalism by...

Actively learning about different cultures and beliefs from around the world.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity principles are strongly reflected in the current activities conducted by IGRS. As part of the service sector, for example, we have been integrally involved in technology and transformation planning which relates to diversity issues in so far as the strategies identified in those plans address the demographic and organizational challenges faced by our work unit. More specifically, diversity principles are applied in the area of knowledge management and succession planning within the context of expected retirements and constrained budgets, and in the area of transformative technologies such as social media and telepresence to engage directly with the public, whether as individuals, stakeholders, or heritage and linguistic communities (such as the Francophone community served by our Francophone Affairs Program).

IGRS actively applies a diversity filter in our hiring practices and takes advantage of opportunities as they arise to promote the importance of diversity in our intergovernmental activities. In 2012–2013 IGRS worked closely with ministries and the private sector to organize, deliver and participate in two cultural sensitivity seminars covering China and India, Korea and Japan, and four other sessions to prepare government officials and staff for engagements abroad and receiving delegations from foreign countries.

We are very cognizant that we represent the face of British Columbia to representatives of foreign governments and international dignitaries, as well as stakeholders and heritage communities. Diversity practices are central to our mandate and business practices, and IGRS has been involved in cultural sensitivity training for B.C.'s elected representatives and officials from various ministries and agencies as part of our core business.

HIGHLIGHTS OF INITIATIVES

Our success in reflecting diversity is indicated in IGRS' work environment survey. IGRS staff are highly aware of the requirement that we represent the diversity of the public we serve. In the most recent (2011) work environment survey, 91 per cent of IGRS staff agreed that IGRS values diversity, with none disagreeing. Based on this and other survey results, IGRS scored 85 per cent for having a respectful work environment — putting us in the highest category that calls for us to model our achievement.

Going forward, IGRS remains fully committed to being and remaining a model for the public service by taking concrete actions to more fully reflect and respond to the interests and aspirations of the public we serve. We will do this by focusing on a select number of corporate priority action areas, identified below, and by maximizing the diverse and unique talents that our staff bring to their work in all areas of IGRS business.

KEY PROCESSES, POLICIES AND STRUCTURES TO SUPPORT MULTICULTURALISM

» Attracted, developed and retained a workforce in the public service that reflects British Columbia by applying a diversity filter in new hires, building on existing practice of looking for language and cultural sensitivity skills for both Protocol and policy staff.

» Embedded the principles of diversity in the practices, policies and services of government by:
  - Promoting aboriginal cultures through the choices of official Protocol gifts presented by the Premier or her representative on behalf of the Government of B.C. to international visitors;
  - Distributing Diversity in BC book and interactive DVD to international visitors and members of the Consular Corps, initiated in 2011-12;
  - Arranging for Aboriginal representation at official functions of government and inclusion of blessing and reference to traditional territories; and
  - Participation of BC elected representative at the Ministerial Conference on the Canadian Francophonie which focused on the theme Francophones and Francophiles: More Than a Language in Common!

» Removed barriers in our interactions with citizens and within the public service by:
  - Working to increase cultural sensitivity among ministers, senior officials and across government in their interaction with the Consular Corps and foreign officials by organizing, delivering and participating in two cultural sensitivity sessions; and
  - Raising the recognition of national days of other countries (especially those represented by consulates in Vancouver) by facilitating increased presence of government representatives.

» Increased access to government resources in languages other than English by partnering with ministries responsible for health, education and justice. These resources include:
  - The online reporting tool on the ERASE Bullying website from the Ministry of Education, which students can use to report bullying anonymously.
    https://reportbullyingbc.edudata.ca/apps/bullying/fr?
    There is also information in French on different forms of bullying and cyber-bullying for students and parents.
  - Baby's Best Chance: Parent's Handbook of Pregnancy and Baby Care from the Ministry of Health, which offers useful information to expectant parents.
    http://www.health.gov.bc.ca/library/publications/year/2013/babys-best-chance-french.pdf
  - Child Health Passport, from the Ministry of Health, which is a tool for parents to track and record their child's immunization and health-care treatments.
    http://www.health.gov.bc.ca/library/publications/year/2011/Child-health-passport2011.pdf
  - Resources on the new Family Law Act from the Ministry of Justice to ensure parents put the interests of their child first when they are going through a separation or divorce. The French Parenting after Separation handbook was posted on the ministry website on March 18, 2013, the date the new act went into effect.
    http://www.justicebc.ca/shared/pdfs/PAS-handbook-French.pdf

Ministry of Aboriginal Relations and Reconciliation

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in the Natural Resource Sector Transformation Plan.

The purpose of the initiative is two-fold; internally, to achieve a more inclusive workplace culture and externally, to ensure that our services meet the diverse needs of our communities. Through a sector-wide online survey, we have established a baseline understanding of awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.

Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue. We are developing a toolkit with practical aids to build employee understanding and awareness; planning to showcase diversity and inclusiveness on our employee learning and development site; and launching an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.

Looking forward, we will focus on ensuring our recruitment and retention practices are inclusive, creating a community of diversity champions and further embedding diversity and inclusiveness into our organizational culture.

Ministry of Aboriginal Relations and Reconciliation (MARR) management has supported diversity and multiculturalism by beginning the process of exploring how the ministry can incorporate Indigenous principles and practices of decision making and communication into business processes.

Through an initial workshop, benefits of using alternative Indigenous-based approaches of working with each other and Aboriginal organizations and people were identified. A commitment was made from management to further explore these principles and how the ministry can begin to introduce them.

I live multiculturalism by...

Mentoring and working with
First Nations in B.C.
and being accepting
of others.

The Truth and Reconciliation Commission carried out a series of regional workshops throughout the province where residential school survivors had the opportunity to record and share their experiences. The ministry executive supported staff who wanted to witness this work and upon their return to the office, held talking circles to ensure staff were supported in their experience and learning.

SUPPORTING THE GOALS OF MULTICULTURALISM IN THE WORKPLACE

MARR's vision and mission statements and values support the goals of reconciliation with Aboriginal people in British Columbia. Even the concepts of inclusion and diversity are captured in the meaning of the word "Aboriginal." From a provincial perspective, "Aboriginal people" living in B.C. refers to First Nations (status and non-status) who are connected to a B.C. land base or who come from other provinces in Canada. It also includes Métis people from B.C. and other places in Canada, and Inuit whose communities are located in northern Canada and have moved to B.C. The 1812 Constitution Act's definition of Aboriginal Peoples includes the Indian, Inuit and Métis peoples of Canada. "First Nations" is the generally preferred term for Indian peoples of Canada.

MECHANISMS AND PROCESSES TO INVOLVE EMPLOYEES IN PROMOTING MULTICULTURALISM

The MARR Aboriginal Relations Council is made up of Aboriginal employees working at MARR who wish to participate. The Council began in 2007 when it was recognized the importance and benefit of including an Aboriginal perspective in key documents for example, in the Ministry Vision, Goals and Mission statements, and to support key initiatives and topics that were particularly sensitive or innovative to the ministry.

The Council's key activities are: to provide cultural and professional advice to Executive; to organize and deliver National Aboriginal Day events and; to support business practices when required, that are proceeding with Aboriginal cultural principles and approaches. The council played an important role in the development of the content for the Public Service Agency Aboriginal Relations online course called Building Capacity in Aboriginal Relations: "We are all her to stay" as well as guided the ministry in its participation on the Truth and Reconciliation Commission regional workshops.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

There are numerous languages spoken at MARR and in the different regional offices. For example, in the South region, our ministry speaks English and at the Victoria offices, you can hear staff speak French to each other as they take every opportunity to practise. However, the Thompson Okanagan region signs agreements with First Nations communities that incorporate traditional languages. Kootenay Boundary region has provided Ktunaxa language training to government staff, and provincial parks signs include Ktunaxa names.

There are a number of Aboriginal people working across the Ministry. On occasion and often accompanied with humour, Aboriginal people will speak to each other in their own language. For different reasons, such as their family having gone to residential school or being adopted, many Aboriginal staff did not grow up speaking their language. On the other hand, many also have made efforts to learn it as adults and to pursue post-secondary studies in Aboriginal language revitalization.

Since the inception of the Aboriginal Youth Internship Program, MARR has hosted interns. For the second consecutive year, MARR has hosted four Aboriginal Youth interns. Each has brought their cultural practices and world views to the workplace. Two of the interns are located in Victoria and the others are in the Omineca and Thompson Okanagan Regional offices.

The Ministry's Aboriginal Relations Council offers a learning series and has used feature films on Aboriginal people as a tool for sharing and learning about different Aboriginal cultures, topics and areas of interest.

The South Region holds Indigenous Cultural Workshops and Lunch and Learn sessions. They also encourage participation from staff in cultural activities, such as National Aboriginal Day.

NEW PARTNERSHIPS

This year, MARR and the BC Public Service Agency partnered outside the B.C. government with the Métis Nation of B.C., First Nations Elders, an Aboriginal youth and a representative of the BC Association of Aboriginal Friendship Centres to develop the content of the Aboriginal relations online course now being offered through the Learning Centre. The course is introductory with the goal of establishing a basic knowledge foundation across the BC Public Service.

HIGHLIGHTS OF INITIATIVES

This year, MARR staff began to address how to include Aboriginal people in the context of multiculturalism. At MARR, many people often have wondered "How do Aboriginal people fit into the definition of multiculturalism?" As staff began to seek answers to this question we asked advice from the Aboriginal Relations Council, who provided some great insight on how, in the context of multiculturalism, Aboriginal people may be included in a respectful manner. Multiculturalism in this context can recognize Aboriginal relationships and connections to the land and communities. It also can acknowledge the multicultural diversity among Aboriginal people, including those who have moved or have been removed from their ancestral lands in other parts of Canada.

In the Thompson Okanagan Region, The Good Neighbour Social Media Pilot Project aims to create a two-way avenue into both the culture of government (for Aboriginal peoples and the general public) and First Nations cultures (for government staff), in the hopes of creating cross-cultural understanding, and fostering respectful, multicultural relationships.

INTERNAL AND EXTERNAL INITIATIVES

The Good Neighbour Project was able, over its pilot year, to engage with First Nations community members and elders, as well as to find intergovernmental work that effectively incorporated traditional knowledge into its services, and to share both sides of the story. The Thompson Okanagan region, Kootenay Boundary region, and Caribou region, have all signed Economic and Community Development Agreements (ECDA), Forest Consultation and Revenue Sharing Agreements (FCRSA), Framework Agreements, and an Incremental Treaty Agreement (Kootenay) with First Nations communities aimed at creating stronger government to First Nations Relationships, increasing indigenous self-governance, and enhancing the well-being of Aboriginal Peoples.

CROSS-CULTURAL SESSION

"The Ministry of Aboriginal Relations and Reconciliation's (MARR) Northeast office, together with Treaty 8, jointly designed and delivered a cross-cultural session this year. The Cross-Cultural Session focused on building better relationships between B.C. and Treaty 8 First Nations currently in Collaborative Management Agreements (CMA) (Doig River First Nation, Prophet River First Nation and West Moberly First Nations).

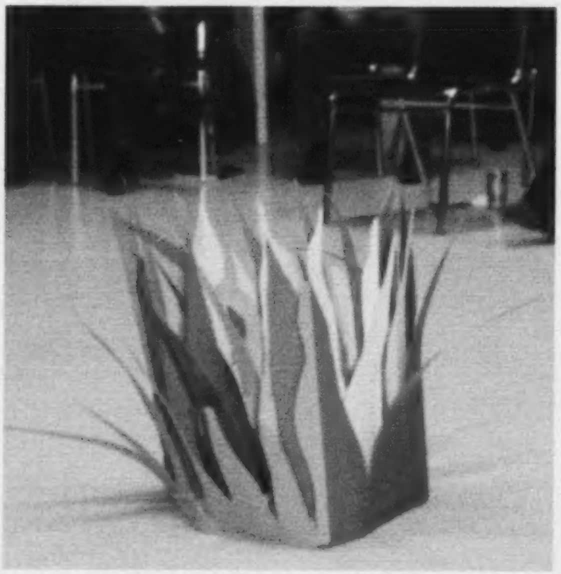
What made this a unique and multicultural experience was the joint design and delivery. The team incorporated elements of pop culture (by creating a game show), traditional Treaty 8 culture (organizing everyone into a circle for the day, learning hand games, eating moose nose soup and pemmican, and participating in a round dance), and sharing our organizational culture through "A Day in the Life of..." presentations. There also were organization chart presentations about both Treaty 8 and the B.C. Government Natural Resource Sector agencies.

The day was filled with humour, learning and getting to know one another better. We enjoyed a positive, relaxed tone, with a setup that departed from the usual meeting and workshop style events. There were games, Collaborative Management Agreements (CMA) quiz questions, organizational talks and more. These were the highlights:

- Opening prayer;
- Everyone started the day by greeting Elders with a customary handshake and visit;
- Participants learned some words in Beaver and Cree by talking with one another;
- Introductions were given around the circle of chairs, which made up the formation for the day;
- Overview of some Treaty 8 customs and protocols; and
- The group separated into four teams and an audience, and competed for prizes by answering questions about the CMAs.

Everyone took a short break for a demonstration on how to make pemmican, which is a traditional food made from finely shredded dry meat (moose), moose fat, and berries mixed together. A piece of dry meat could be dipped directly in moose fat and then a small scoop of pemmican to make a snack.

Passports with animal and plant pictures and names in Beaver and Cree were handed out to participants. Groups moved around to organizational charts to learn how B.C. and Treaty 8 organizations work and who's who in the zoo!



Fire made by youth.

Lunch was a truly memorable and touching experience for all present. There was a ceremonial smudging cleanse, with words of prayer, drumming and a song. Everyone sampled traditional foods from the communities' cooks, including moose nose soup, rabbit stew, moose roast, moose burgers, bannock and fry bread. After lunch, participants were excited to learn a traditional game, called hand games or stick game.

The day wrapped up with presentations on how different staff does its work, "A Day in the Life of..." and with everyone dancing the round dance and then hugging each other in a traditional circle called "Give and Take." Drummers drummed throughout and to the end of the event, but also to the start of new relationships based on the understanding of how we are all part of a larger global community.

> *"What I enjoyed most about the day was Moose Nose Soup. The whole day was great. I enjoyed the pace and tone of the day – the relaxed pace, particularly in the morning, provided lots of opportunity for informal contact with the various people there. It felt like an appropriate way to share information and make personal connections. It was very helpful to have some direction, like to language questions, to start."*

Ministry of Advanced Education, Innovation and Technology

MANDATE

The Ministry of Advanced Education, Innovation and Technology (AEIT) is responsible for post-secondary education, research, technology and multiculturalism in British Columbia. We aim to create excellence in innovation, strong communities and bright futures.

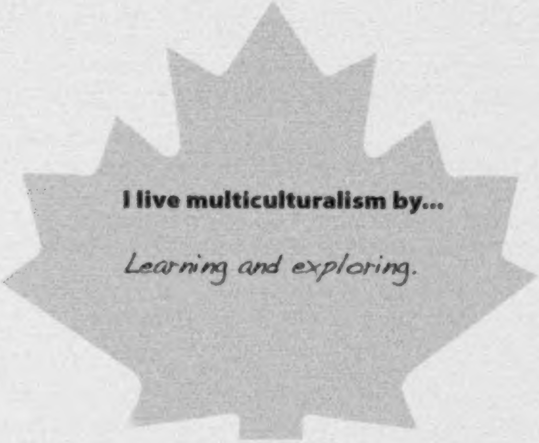
EXECUTIVE COMMITMENT TO MULTICULTURALISM

We welcome and value diversity in the workplace and we are committed to ensuring a respectful environment, free from discrimination and harassment. Executive works to ensure a diverse perspective is embedded into our workplace culture and approach to our programs, policies, and services. All of our employees are supported as active participants in this work.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

We acknowledge the strength gained in our workplace and in our province through embracing diversity and we understand the role our organization has to play in that regard. Our approach to multiculturalism is guided through our diversity plan. This plan outlines steps we are taking to develop our workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of our students.

Our commitment to supporting multiculturalism through post-secondary partnerships is demonstrated in our approach to international and Aboriginal education and English as a Second Language (ESL) training. Complementary to this work, we have undertaken several workplace activities to support and embrace diversity as an employer.



I live multiculturalism by...

Learning and exploring.

HIGHLIGHTS OF INITIATIVES

INTERNATIONAL EDUCATION:

» The Ministry released the International Education Strategy in May 2012. This Strategy supports greater inward mobility of international students, outward mobility of British Columbians and a more internationalized education system here at home.

» Our students and faculty are taking opportunities to study and participate in education systems abroad which provide British Columbians with culturally diverse experiences and perspectives, and contribute to a more globalized citizenry and economy in British Columbia. Residents can obtain StudentAid BC funding to study internationally provided they enroll in an eligible program at an eligible institution (http://www.aved.gov.bc.ca/studentaidbc/apply/eligibility).

- The BC Council for International Education has received funding to help promote British Columbia as a preferred study destination for international students.

ABORIGINAL EDUCATION:

- An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation BC, the First Nations Public Service, BC Colleges, BC Association of Universities and Institutes, the Research Universities' Council of BC, and government representatives. Its goals, objectives, actions and targets will enable the implementation of a 2020 Vision for Aboriginal learners to succeed in an integrated, relevant, and effective post-secondary education system that enhances their participation in the social, cultural and economic life of their communities, the province, and global society.
- Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners, to strengthen partnerships and collaboration in Aboriginal post-secondary education; and increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.
- The Aboriginal Training Employment Program funds Aboriginal service providers to deliver culturally relevant employment training to Aboriginal people.
- The Aboriginal Community-Based Delivery Partnerships Program enables an increased access to employment-related training and education in Aboriginal communities and provides post-secondary education and training opportunities to a broad range of Aboriginal participants, in order to position Aboriginal people and communities to take advantage of economic opportunities.

ENGLISH AS A SECOND LANGUAGE:

- Through 17 public-post secondary institutions, ESL training is offered tuition-free to permanent residents and Canadian citizens to provide individuals whose first language is not English with a vital access route to further education, training, and employment.
- We are collaborating with the Ministry of Jobs, Tourism, Skills and Training on consultations with all stakeholders who deliver publicly-funded adult ESL programs to ensure students have easy access to the courses they need to meet their learning goals.
- We also continue to provide financial assistance to ESL students with a demonstrated financial need under the Adult Basic Education Student Assistance Program to help with associated fees, books, transportation, child care and other costs.

DEVELOPING MINISTRY CULTURE:

- To assist a business unit to adjust to disruptive staff changes that had happened over the past year, the unit attended a Coast Salish Aboriginal Healing Circle and cultural awareness session as a means of assisting the group to work together more cohesively as well as furthering understanding and incorporating Aboriginal perspectives into our programs, policies and services.
- We continue to promote and provide access for staff to participate in cultural awareness and diversity activities and training like the TELTIN TE WILNEW (Understanding Indigenous People) which taught staff the reasons for, and practices of acknowledging Indigenous

territory. Learners took away new knowledge and practical skills to support improved relationships with Aboriginal people.

- We have established a partnership with the BC Public Service Agency Hiring Centre to create and provide informal training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process.
- We continue to offer support and employment opportunities through the Aboriginal Youth Internship Program. This year we have requested one intern and are awaiting confirmation from the BC Public Service Agency that we will be participating.

Ministry of Agriculture

MANDATE

The Ministry of Agriculture (AGRI) works to promote an innovative, adaptive and globally competitive agrifoods sector that is valued by all British Columbians. The ministry supports B.C.'s priorities for jobs and the economy, families and open government by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health.

I live multiculturalism by...

Appreciating the enrichment
and respecting
other cultures.

AGRI'S PRIMARY GOALS IN 2012

- Agriculture, food sectors and land-use contribute positively to the economic well-being of the province.
- World-leading environmental stewardship in agriculture, aquaculture and food sector practices.
- Community and social well-being is enhanced by agriculture, aquaculture and food sector practices.

AGRI'S MAJOR ACTIVITIES

- Support for a regulatory system and practices that promote environmentally sustainable systems, food safety and socially responsible production practices.

- Working to balance urban / agriculture interests.
- Monitoring and managing the risk of diseases that threaten B.C.'s plant, animal and aquatic animal production systems.
- Providing guidance to the sector to increase innovation, competitiveness and profitability to meet consumer demands.
- Delivering programs to stabilize incomes against circumstances beyond farmers' control.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AGRI is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The ministry supports multiculturalism in its hiring processes and working culture. Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. Government policies which prohibit discrimination in the workplace are followed.

The ministry participated in the development of a diversity and inclusiveness plan for the natural resource sector ministries. A ministry representative was a member of the government-wide diversity committee, focusing on improving policy, practices and service for clients and stakeholders in the natural resource sector.

AGRI supports the provincial government's commitment to a strong relationship with aboriginal people by working with First Nations to use agricultural resources to leverage outcomes that benefit aboriginal people and align with broader government objectives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Punjabi, Chinese, French and Spanish are some of the languages spoken by ministry employees. AGRI staff represent many visible minorities including Chinese, Indo-Canadian, Filipino, and African-Canadians.

Photos (left to right, top to bottom): Punjabi speaking staff of Ministry of Agriculture providing program information at a meeting of the B.C.Blueberry Growers Association; line workers practice good agricultural practices in food safety at a B.C. blueberry packing plant; a Mexican worker from the Seasonal Agricultural Worker Program (SAWP) at a B.C. nursery.

HIGHLIGHTS OF INITIATIVES

The ministry's agricultural industry specialists and professional agrologists provided information, business services and technical knowledge in the areas of production, animal health and welfare, regulations, risk management, environmental and food safety best practices, and agribusiness, to new and existing farmers of many ethnic backgrounds.

A range of education and program outreach and tools were provided in the language of prominent ethnic groups represented in the B.C. agriculture sector, whose first language is not English.

- Punjabi speaking ministry staff collaborated with the B.C. Blueberry Producers Association, whose members are largely Punjabi speaking, with English as a second language. Ministry staff delivered presentations and Q&A sessions in Punjabi, resulting in enhanced understanding of government programs available to help agricultural producers manage production risks.

» Slide presentations were developed in Punjabi, Chinese and Spanish, for workshops (in English) that were offered by the ministry to educate producers about good agricultural practices (GAP) and food safety. The Punjabi presentation is also used by the British Columbia Blueberry Council for food safety best practices outreach in Punjabi.

» Translated educational resources relating to GAP and food safety practices are available to producers and industry organizations. These include manuals, CD's, posters, brochures and slide presentations in traditional Chinese, Punjabi, Spanish, Vietnamese and French.

» Printed resources include extensive use of images, to assist workers with low literacy levels to better understand important messages such as hand washing. The ministry's Mushroom Industry Specialist participated in the 19th Annual Vietnamese New Year Celebration organized by The Vietnamese Mushroom Growers Society of B.C.

AGRI provides ongoing support for economic and social development of agriculture in First Nations communities through strong relationships based on trust, understanding and respect. This initiative supports the development of enhanced and targeted information resources, tools and education extension services to build the agriculture and food business management capacity of First Nations communities in British Columbia. Examples of activities and achievements include:

» A team of First Nation Business Development Agrologists developed a First Nations agriculture website with resources;

» A Good Agriculture and Collection Practices workshop was delivered at Lytton First Nation in November, 2012;

» The resource. Planning for Agriculture on Reserve, was developed for an aboriginal audience;

» Ongoing agriculture business development support in response to information inquiries, project coaching and support, facilitating development of business networks, and skills training; and

» Support for local food initiatives including the First Nations Food Systems Initiative and participation on a First Nations Food Systems (FNFS) Steering Committee.

The B.C. 4-H program works with over 2200 youth age 6 to 22, in a variety of leadership and agriculture youth development programs across the province, and involving youth of many cultural origins. The program includes providing educational support and leadership for a 4-H club operated by the First Nation band in Canim Valley, to offer programming to youth interested in agriculture.

The ministry has hosted a number of international delegates from Asia, Europe and Mexico, providing them with information about potential agribusiness opportunities in agrifood production and processing in B.C. AGRI staff have also participated in scientific research collaboration and information exchanges, with delegates from China, the Netherlands, and the United States, for mutual advancement of the berry and mushroom sectors.

B.C. has set record exports to China in each of the last two years through a strategic approach that builds relationships with stakeholders there, and introduces them to the quality of B.C. foods. International market development staff participated in ingoing and outgoing trade missions and undertook other initiatives including:

» Exporter Readiness Seminars: in collaboration with Agriculture and Agri-Food Canada (AAFC), the ministry delivered several seminars involving foreign buyers, distributors, and market experts from Asia and Mexico, to speak to B.C. companies about the challenges and opportunities in B.C.'s export markets, and to help them understand how to develop strong cross-cultural business relationships.

- Incoming Media Mission from Mexico: AGRI assisted AAFC with an incoming mission of food journalists from Mexico in July 2012, to increase consumer awareness and demand for B.C.'s food products in the Mexican market.
- Canada-India Agriculture and Food Processing Forum: ministry staff participated on the organizing committee to provide advice on industry outreach and forum content. The Minister delivered a speech at the event, highlighting the importance of the Indo-Canadian relationship to B.C.'s agrifoods sector and expressing support for further collaboration between Canada and India on agriculture technology and trade development.
- New West Partnership Trade Mission to Asia: The Deputy Ministers' of Agriculture from B.C., Alberta and Saskatchewan led a New West Partnership mission to Asia in 2012 that included trade meetings and promotional activities in Hong Kong, China, Japan and South Korea. The mission provided B.C.'s greenhouse, wine and blueberry industries with the opportunity to showcase their products; develop business relationships with Chinese, Japanese and South Korean buyers; and better understand the cultural differences that affect consumer purchasing behaviours and the development of successful trading relationships.

Ministry of Children and Family Development

MANDATE

The Ministry of Children and Family Development (MCFD) supports healthy child and family development through its commitment to a collaborative professional practice delivered across a range of quality services that strive to maximize the potential of children and youth through achieving meaningful outcomes for children, youth and families related to their needs.

I live multiculturalism by...

Teaching children of all ethnic and social backgrounds.

Ministry services are complementary and families may access a combination of services delivered through the following service lines: early childhood development and child care services, children and youth with special needs services, child and youth mental health services, child safety, family, youth and children in care services, adoption services and youth justice services. The ministry's vision is reclaiming social work through strong service delivery, building core capabilities and effective management systems.

The Ministry of Children and Family Development will deliver these services in a respectful, compassionate, strengths-based and culturally appropriate way and fully engage Aboriginal and non-Aboriginal children, youth and families in successfully meeting their development needs and goals.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A critical focus for the ministry is working in partnership with Aboriginal communities to improve services and outcomes for Aboriginal children, youth and families. A three year training plan has been developed to focus specifically on Aboriginal Cultural Competency within the ministry.

The Provincial Office of Domestic Violence was created in March 2012 and is focused on strengthening services and supports available for children and families affected by domestic violence. The office works in collaboration with other provincial ministries, law enforcement agencies, and community stakeholders to ensure the effective delivery and coordination of domestic violence services in communities across the province.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Staff within the ministry speak many different languages including English, French, Farsi, Spanish, Russian, Gitxsenimx, Hindi, Thai, Tamil, Greek, Malayalam, Mandarin, Cantonese, Philipino, Tagalog, Vietnamese, French Cantonese, Mandarin, German, Tagalog, Punjabi, Hindi, Croatian and American Sign Language.
- Staff within the ministry represent many different cultures including First Nations, Aboriginal and Métis, Asian, South Asian Indian, Pakistani, East Asian, Thai, Filipino, Francophone, Jewish, Iranian, Venezuelan, African, Spanish, Russian, Doukhobor, Indo-Canadian, Japanese, Chinese, Italian, German, English, Indian, Pakistani, Western and Eastern Europeans, Muslim, Persian, Latino, Ukrainian , Irish, South and Central American, and African.
- The ministry has planned and consulted with Delegated Aboriginal Agencies and other First Nations and Aboriginal partners in the development of a consistent policy and practice framework for all children, including Aboriginal children. As well ministry staff are actively working with Aboriginal community stakeholders to promote culturally appropriate permanency planning and adoption of Aboriginal children in care.
- Ministry cultural competency is improved through experiential exposure to First Nation and Métis cultures, and mentorship by First Nation Elders and members. The ministry is working with the First Nations community to address the complexities of developing and delivering culturally competent permanency services and supports to Aboriginal children in care.
- The ministry continues to support the Aboriginal Youth Internship Program with seven interns employed in various capacities. One example of an internship activity was organizing and facilitating the Voices of Experience panels. Six youth presented at the Gathering Our Voices youth conference in Penticton in March and will be presenting again at the Annual Roots Gathering in Armstrong in May. Other activities include attending and participating in community events, leading and facilitating meetings and working on various documents for Aboriginal organizations and the ministry.
- The Aboriginal Equity and Inclusion Policy Lens was developed to support the ministry's focus on improving outcomes for Aboriginal children and families and to build on the progress made towards greater inclusion of and collaboration with Aboriginal peoples. The Policy Lens is comprised of interconnected elements critical to improving outcomes for Aboriginal children, youth, families and communities.
- Lunch and Learns on Honour Based Violence and Forced Marriage were provided for staff and contracted service providers in Victoria and to members of the South Fraser Domestic Violence Working Group. This is the beginning of a coordinated response to domestic violence with the police and other community partners.

- The First Steps Early Childhood Development Refugee Settlement is a partnership project designed to serve newly arrived government assisted refugee children from birth to five years old and their caregivers. A comprehensive range of integrated early learning focused outreach, screening, health, early learning/literacy, parenting, family support, English as a Second Language and community connections services are provided at two locations. It works to minimize the impact of trauma and the refugee experience on the growth and development of the children and their caregivers, shorten the pathway of integration and provide information on parenting in the Canadian context.

HIGHLIGHTS OF INITIATIVES

- Eighty-five ministry leaders completed the Indigenous Cultural Competency training. For 2013/14 this training will be customized and offered to six hundred ministry staff.
- The Provincial Office of Domestic Violence consulted with organizations that support multiculturalism to better understand the needs of immigrant and refugee populations. Feedback from these consultations will inform development of a provincial plan to address domestic violence.
- An action plan in response to the Representative for Children and Youth report, Honouring Kaitlynne, Max and Cordon, was completed. The development of a three-year plan inclusive of an Aboriginal strategy is underway.
- Staff in a North Vancouver Island office attended Building Bridges Through Understanding the Village workshop. This experiential workshop helps staff to understand traditional Aboriginal ways and values.
- Prince George Youth Custody Services have adopted a system of consultation with community Elders, youth, staff and stakeholders. They are also working to embed an Advisory Board with expertise in culturally competent services to assist with quality improvement initiatives. Elder Tea gatherings have been established as a forum for sharing experiences and culture between Elders, youth and staff. The National Day of Reconciliation was acknowledged on June 11, 2012 and National Aboriginal Day was celebrated on June 21, 2012.
- Burnaby Youth Custody Services has a multicultural program and report quarterly on activities and events. This year Burnaby Youth Custody Services has created Aboriginal Independent Directed Study Courses. Using the First Peoples Principles of learning as a guide, students explore how learning is embedded in memory, history, and story and examine how learning requires exploration of one's identity. In Aboriginal Hand Drumming students are making and decorating a hand drum, learning to play it, and exploring the history and cultural significance of drumming in Aboriginal cultures. In film making a video documentary on First Nation Youth Resiliency is in the making. Aboriginal elders provide cultural teachings and build relationships with young people re-entering the community.
- Burnaby Youth Custody Centre and Fraser Park Secondary work collaboratively. Importance is placed on supporting Aboriginal students with opportunities to learn about and celebrate their culture. This year's focus was exposing students to the Aboriginal culture through a cross curricular lens. Students participated in the second annual "Celebrating the Heartbeat of Mother Earth", an Aboriginal Drum making session, the planning and first phase completion of the Fraser Park Aboriginal Traditions and Learning Park which included the building of a Longhouse by the Woodworking class. In addition students made traditional seagrass baskets, had Aboriginal food labs, and studied Aboriginal History and Literature in class.

- The Provincial Office of Domestic Violence committed to develop a provincial plan to address domestic violence in BC which will be inclusive of an Aboriginal strategy and approaches that respond to the unique needs of immigrant and refugee women.
- The Provincial Office of Domestic Violence used the Aboriginal Relations Behavioural Competencies in a hiring process.
- The ministry is an active participant on the Jordan's Principle Tripartite Working Group. The working group is in the final stages of developing a dispute resolution process to jointly address cases brought forward.
- As a key deliverable of Phase 2 of the Autism Outreach Project the ministry provided two-day workshops in 23 remote/rural communities, many of which had strong attendance from Aboriginal families. These workshops took place in all regions, including communities such as Port Hardy, Mission, Squamish, Cranbrook and Vanderhoof between June 2012 and February 2013.
- A two-day Touchstones for Youth was held in Quesnel in May. Youth, Elders, ministry staff and community partners explored the needs of Aboriginal youth and started to bridge the gap between youth and Elders.
- Over the past year the ministry made steady progress in developing demographic and community profiles for its service delivery areas as the basis for informed planning and decision making. The work on mapping First Nations and Aboriginal communities is well underway and will be completed by the end of the fiscal year.
- Staff in the northeast regularly hold lunch and learn sessions on different cultures including Chinese and Russian, and host cultural and reconciliation activities. Path Forward cultural events were held in Fort St. John, Chetwynd and Fort Nelson. The Nenan Dene Zaa DeZona Youth and Elders Gathering was held at Pink Mountain in June 2012 and had ministry staff participation.
- Youth Forensic Psychiatric Services began a research project Strengthening Services for Aboriginal Youth Who Violently Offend: The Development of an Aboriginal Advisory Committee. The objective of the project is to engage Aboriginal communities and/or experts in Aboriginal issues for the purpose of evaluating Youth Forensic Psychiatric Services for violent offending Aboriginal youth and use the input from these consultations in order to provide culturally sensitive services to youth.
- Progress was made in partnership with Aboriginal communities to revise existing Indigenous Approaches contracts to increase the effectiveness of community-based initiatives that support Aboriginal children and youth living in strong healthy families through strengthening their connection to their culture, language and traditions.
- In 2012 the Residential Review Project was completed and the Blueprint for Action was developed. Its focus will be on working with Aboriginal communities to increase effective community-based initiatives that support Aboriginal children and youth.
- Child Care Subsidy has an agreement with Immigrant Settlement Service Agencies to assist in the delivery of child care subsidy.
- Child Care Subsidy and Autism Funding Branch contract with Provincial Language Services for translation services of more than one hundred and fifty languages.
- Provincial Services for the Deaf and Hard of Hearing makes services accessible by using foreign language interpreters or sign language interpreters and have an Aboriginal Consultative Committee that meets once each year.

Ministry of Citizens' Services and Open Government

MANDATE

Vision: Excellence and innovation in the delivery of government services for the citizens of B.C.

The ministry's mandate is to transform how citizens and clients interact with and receive services from government. The ministry has a commitment to citizen-centred service to deliver effective and accessible services for British Columbians and lead the advancement of innovation and collaboration across government, providing much of the enabling infrastructure and services that government needs to perform core business operations efficiently and effectively. Our goals are Open Government, Service Excellence, Government Technology Transformation and Public Service Transformation.

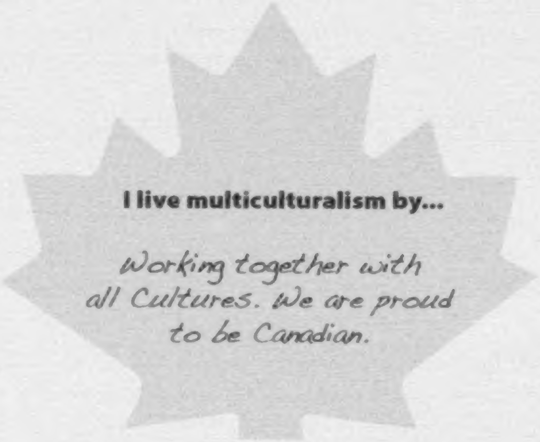
EXECUTIVE COMMITMENT TO MULTICULTURALISM

Through performance management, an expectation of self awareness and awareness of others, team diversity has been established. As a result, staff are curious about their colleagues' backgrounds, experiences, strengths and weaknesses so it is not uncommon to hear discussions about the impact of culture and age on perception and interpretation of information/events. Supervisors respect and value the multicultural diversity of our organization. This is evidenced by providing flexibility for staff to participate in cultural events and to honour cultural traditions.

The Integrated Workplace Solutions Division honours the government's duty to consult with First Nations prior to the sale of any real estate assets owned by the Ministry. This is a standard operational practice for the division.

SUPPORTING THE GOALS OF MULTICULTURALISM

The Ministry of Citizens' Services and Open Government manages *gov.bc.ca*, a key principle of which is "accessibility without compromise". This means the program has taken an evidence-based, citizen-centric approach to designing government web, and a focus on design, content and standards that optimizes the accessibility of government web for all citizens.



I live multiculturalism by...

Working together with
all Cultures. We are proud
to be Canadian.

The Service BC Contact Centre offers general information and pathfinding to B.C. residents. Although the contact centre is outsourced, the vendor has made an effort to hire a diverse staff for their service delivery. In the past fiscal year, services were provided in languages other than English to 63 citizens. The contact centre contract has the ability, through a third party translation contract, to provide services in over 150 languages. Service BC offices have pamphlets on display in different languages.

Examples of ongoing efforts to promote multiculturalism include creating a diversity and inclusiveness page on the ministry's intranet site to promote the Public Service Agency's diversity toolkit and other diversity resources to staff and supervisors. Staff have participated in diversity workshops offered corporately and some divisions continue the diversity conversation at team meetings on what diversity means and how it can be achieved in the work environment.

Funding is provided to Customer Service Representatives in Williams Lake to take classes in the language and culture of Tsilqoxt'in (Chilcotin) First Nations. Service BC's spring 2012/13 divisional newsletter was devoted to Diversity.

The spring 2012 session of the ministry's Supervisor's Community of Practice was devoted to diversity in the workplace.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Citizens' Services and Open Government is a culturally diverse team of professionals that hires by qualification and merit while simultaneously enjoying the strength that comes from racial, ethnic and socioeconomic variety. Aboriginal, Afrikaans, Arabic, Cantonese, Dutch, English, French, German, Hebrew, Hindi, Irish, Italian, Korean, Mandarin, Portuguese, Punjabi, Romanian, Russian, Scottish, Spanish, Ukrainian, a variety of Ghanaian languages and several First Nations dialects including Tsilqoxt'in (Chilcotin) are spoken by staff members.

The Strategic Initiatives Division permanently hired a full-time intern from the Aboriginal Youth Internship Program.

Across the ministry, divisions recognize multicultural calendar celebrations and partake in events including Ukrainian Christmas and New Year's traditions, Chinese New Year, commemoration of St. Patrick's day (Ireland), St Jean Baptiste day (Quebec), Robbie Burns day (Scotland). Some specific events include multicultural potluck lunches, a Diwali Festival and "80 Tastes Around the World", a fundraising event for the Provincial Employees Community Services Fund.

The ministry also recognizes National Aboriginal Day and Aboriginal Week with celebrations, displays and multicultural potlucks held across the province in particular recognition of First Nations, Inuit and Métis peoples.

Co-located Service BC and Ministry of Social Development staff attended an Akhand Paath ceremony together at the Merritt Sikh temple, at the invitation of their co-worker, to learn more about the culture of their peers and residents in their community.

The Cultural Diversity CD created by EmbraceBC to stave off racism and promote different cultures and their music is played in the ministry's Prince George Office.

Information Access Operations' (IAO) has a Culture Club which meets at noon bi-weekly and features presentations and events for all staff that celebrate diverse cultures.

HIGHLIGHTS OF INITIATIVES

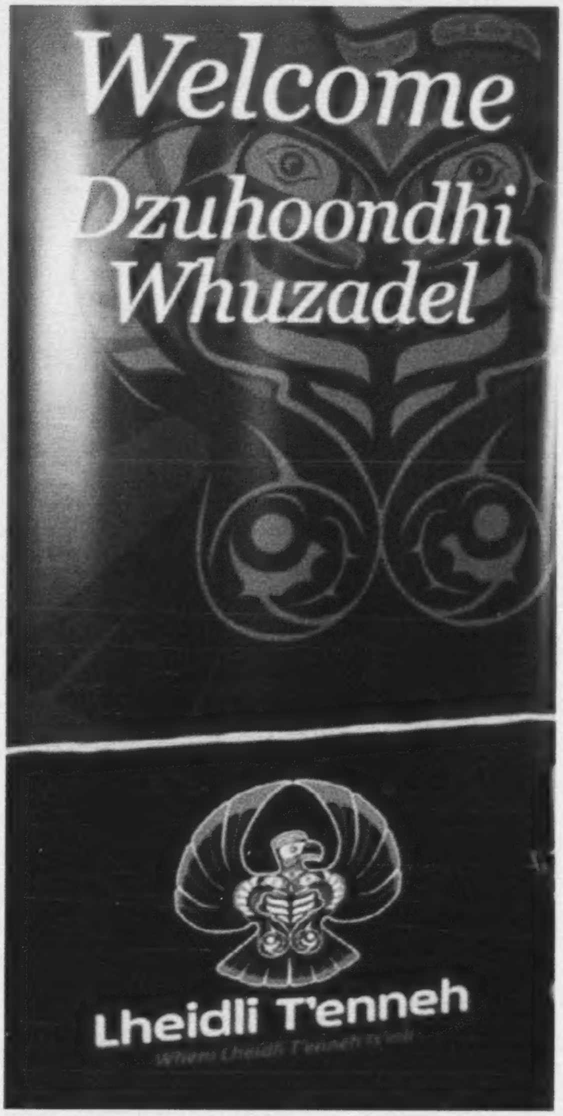
Real Estate Operations (REO) hosted a First Nations training session in 2012 to raise awareness of specific First Nation's processes and procedures that should be followed in real estate management. REO engaged with a dedicated, internal First Nations team to enhance strategic planning and to gain a better understanding of First Nations interests (rights and title) on the Province of B.C.'s owned real estate assets.

The ministry's Strategic Initiatives Division (SID) provided technology and support to Intergovernmental Relations Secretariat's Francophone affairs public consultation blog. SID's Corporate Online Services Branch's Google Search Appliance language recognition provides search results, query expansion and suggestions for misspelled words for any of the auto-detected languages.

BC Stats plays an important role in supporting provincial ministries, crown agencies, and the public sector across Canada in understanding the multicultural nature of our society and workplaces. In 2012/13, BC Stats undertook two significant research studies in this area:

- The National Settlement Outcomes survey for the Federal/Provincial/Territorial (FPT) Settlement Working Group (including Citizenship and Immigration Canada) gathered responses from nearly 20,000 recent immigrants across Canada: the survey was done to analyze and evaluate the settlement and integration of newcomers/ recent immigrants across the country. BC Stats was asked to develop this survey, and in turn, collect and analyze the data to provide a model for the settlement outcomes of newcomers to Canada. The results can be used to enhance the understanding of how newcomers are faring after they arrive in Canada and establish a baseline that can be used to measure progress over time. Final reporting will be completed in May 2013.
- The BC Public Service Diversity project is a multi-method research study that investigates and provides recommendations on how to:
  - Attract, develop and retain a workforce in the public service that reflects B.C.;
  - Embed the principle of diversity in the practices, policies and services of government; and
  - Remove barriers in our interactions with citizens and within the public service.

The Ministries of Citizens' Services and Aboriginal Relations and Reconciliation are working together to identify opportunities for Service BC locations to develop culturally and community appropriate welcome signage in First Nation languages. First Nations Welcoming Signage is currently displayed in 15 Service BC Centres. The welcome signage in Bella Coola, in the local Nuxalk (Noohawk) language, was created and carved by a local Nuxalk artist. The installation of Multilingual Welcome Digital Signage in 60 communities across the province continued in 2012–13, with the aim to make those we serve feel welcome when arriving in British Columbia.



On April 25, 2012, Campbell River hosted a dedication ceremony to receive and honour the Service BC/First Nations Welcome sign. It features the word "Gilakasla" which means "Welcome! Come as you are, without expectations or pre-judgement about our coming together" in the local language. The plaque was designed and crafted by renowned local artist Gregory Henderson, the youngest son of the late artist Ernie Henderson and the grandson of Master Carver and Keeper of the Culture, Samuel Henderson. The sign features many prominent crests from the local First Nation's culture. The Eagle, or Kwikw, is a symbolic and treasured bird that is recognized for its connection to the Spirit World. It is the messenger that carries prayers to the Spirit World. The Human crest represents All Nations, with feathers and a cedar band worn and recognized as a part of everyday regalia throughout First Nations history. The outstretched hands are a representation of "Welcome" and have been utilized on local totems for hundreds of years. Lastly the sign was crafted on yellow cedar which is the tree of life to the local First Nations people. It is proudly displayed at the entrance of the office for all citizens to enjoy.

INTERNAL INITIATIVES

Citizens' Services and Open Government partnered with the Ministry of Aboriginal Relations and Reconciliation (MARR) to expand available tools allowing government employees to more easily facilitate First Nation referrals through Front CounterBC.

Citizens' Services and Open Government has assisted ministries multi-cultural focused activities by collaborating on the completion of Privacy Impact Assessments related to the Ministry of Jobs, Tourism and Skills Training (JTST) Skills connect for Immigrants Program; the Foreign Qualifications Recognition Review; JTST's Mentor Match, which facilitates the matching, monitoring, support and evaluation of established professionals and skilled immigrants in occupation-specific mentoring relationships; and the Federal Skilled Worker Backlog Reduction Pilot Project.

PRESENTATIONS AND OUTREACH

- Information sessions on services from Service BC for new immigrants.
- Presentations and discussions with local First Nations on Service BC as an employer, types of job opportunities, how best to train for careers with Service BC.
- Partnership with the University of Northern British Columbia International Student Liaison to assist students with provincial government programs.
- Joint presentations by Service BC and Service Canada to Fort Nelson First Nations continued in 2013.
- Chetwynd Service BC staff planned with Service Canada for the Aboriginal conference held for Saulteau First Nations in January 2013.

EXTERNAL INITIATIVES

Queen's Printer prints materials in numerous languages, based on the request of their clients. (Some examples include French, English, Punjabi, Braille, Simplified Chinese, Traditional Chinese and Spanish.) Procurement Services supports ministries through procurements for services directed to or concerning multicultural communities, Aboriginal peoples, and other priority B.C. population groups. Some examples include employment services for older workers; support services for vulnerable immigrants (e.g. immigrants with physical or mental health problems, first-language illiteracy, complex cultural issues, past experiences of trauma, violence or abuse, or a lack of Life Skills, employment skills and financial means); services for Francophone immigrants, and services for victims of crime and trauma.

Citizens' Services and Open Government collaborated with the Ministry of Jobs, Tourism and Skills Training to license English language training programs to public post-secondary institutions and immigrant service organizations. These training programs enable the institutions to provide language training to internationally educated professionals seeking careers in Canada, such as engineers, architects, accounting and health care professionals.

Citizens' Services and Open Government has assisted with the implementation of ministries' multi-cultural programs by collaborating on the completion of Privacy Impact Assessments related to the publication of a Guide to Aboriginal Organizations and Services in British Columbia (2012/2013) and to Multicultural Advisory Council of British Columbia.

In partnership with Jobs, Tourism and Skills Training, Citizens' Services and Open Government deployed an innovative Google Maps application on the WelcomeBC website that provides assistance to immigrants by highlighting local settlement services and programs. Key focuses include English language training, employment bridging programs and community connections that support all newcomers to British Columbia.

BC SERVICES CARD

Citizens' Services and Open Government conducted research to support the effective rollout and awareness of BC Services Card: this included a workshop with new Canadians in B.C. to better understand their use of and challenges with government identification. We learned about specific challenges recent immigrants encounter with ID and the importance of building understanding with immigrant communities about this new government credential for service. At Service BC locations, staff spoke to First Nation status card holders about their ID needs - delving into their current use of the status card to get access to both private and public services.

NATURAL RESOURCE SECTOR (NRS)

Citizens' Services and Open Government engaged three different First Nations communities regarding economic development in the natural resource sector. We spoke with band members, council members, economic development officers, Aboriginal tourism operators, and MARR. The Strategic Initiatives Division also spoke with new Canadians at workshops about how and in what contexts they interact with government's natural resource sector.

EDUCATION (SCHOOL CHOICES PROJECT)

Strategic Initiatives Division also supported research with 'New Canadians' about how they select schools for their children, their information preferences, as well as their preferred mode of knowledge acquisition on this subject. The division led interviews with band council members in charge of on reserve First Nation education on similar research inquiries as listed above.

SAFE HARBOUR: RESPECT FOR ALL

The Ministry has partnered with EmbraceBC to host a web mapping application that showcases nearly 1000 'Safe Harbour 'certified locations in BC. The Safe Harbour program worked with DataBC to prepare and map the data, and hosts the mapping application. (http://apps.gov.bc.ca/pub/dmf-viewer/?siteid=4758954260021402554)

Safe Harbour: Respect for All is a long-standing program of The Affiliation of Multicultural Societies and Service Agencies (AMSSA) that puts vision into action: creating opportunities for storefront businesses, institutions, agencies, and municipalities to celebrate our differences, helping to create safer, more welcoming communities that support diversity and reject discrimination. Each Safe Harbour certified location displays a Respect for All decal on their front door or window, a certificate, and other signage that proudly announces their commitments to inclusion to newcomers, visible minorities, people with disabilities, youth, seniors, the lesbian, gay, bisexual, transgender, and two-spirited community, and other diverse groups.

ECONOMIC ATLAS: FRANCOPHONE COMPONENT

The Ministry has partnered with JTST on the delivery of an 'Economic Atlas', an economic opportunities map application that will showcase BC's economic assets in all regions while engaging clients to identify and evaluate investment opportunities across multiple sectors and spatial scales. This development has a Francophone component. The Francophone Affairs Program will contribute funding to facilitate the use of the map data for Francophone investors, highlighting information including French Service providers locations and services; SDE Anuaire, Francophone and French education facilities; StatsCan 2011 census Francophone data; and French education/training centres. This may involve translation of the website and a French guide on how to use the tool.

Ministry of Community, Sport and Cultural Development

MANDATE

The Ministry of Community, Sport and Cultural Development brings together key government services and supports needed to help make B.C. communities great places to live. Our goal is to help local governments and residents build vibrant, healthy, sustainable communities that are well-governed, liveable, safe, economically-resilient, socially-responsible, and full of opportunities for participation in sport and the arts.

The ministry provides a legislated framework that enables local governments to govern effectively and be accountable to citizens. Funding, advice, and other supports also help B.C. communities meet local priorities and ensure they have the capacity and tools they need to be vibrant communities.

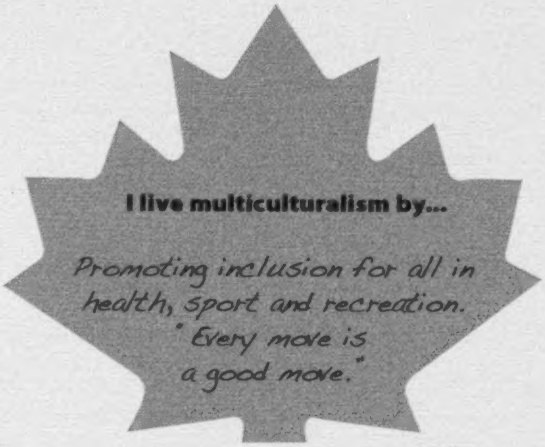
Through programs and community gaming grants, the ministry funds arts, culture and sport initiatives throughout the province. Funding the provincial sport system provides opportunities for sport participation and excellence, and fosters community development through sport event hosting. Support to artists and cultural organizations invites all British Columbians to participate in the vibrant arts and culture community, which is recognized for excellence.

The ministry also pursues opportunities to grow B.C.'s creative industries, including film, television, music, book and magazine publishing, and interactive digital media.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery. For example, continuous improvement sessions were conducted to assess ministry programs using a diversity lens, furthering the opportunity to increase inclusiveness in program delivery.

In addition, internal communications including newsletters and the Deputy Minister's Blog encourage the sharing of cultural stories and contain acknowledgements of a variety of cultural celebrations.



I live multiculturalism by...

Promoting inclusion for all in health, sport and recreation. "Every move is a good move."

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry is committed to an inclusive, diverse, discrimination-free environment for all staff and clients. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

A number of learning opportunities, including Lunch and Learns and general workshops were offered on multiculturalism and diversity topics. Examples include a Leveraging Diversity course, and number of multiculturalism related books available in the ministry library.

The Ministry also supported an Aboriginal youth intern by providing the opportunity to develop their leadership skills in the work environment, and to share their culture and practices with others.

HIGHLIGHTS OF INITIATIVES

In 2012/13 the Ministry worked to provide inclusive services that enable all British Columbians to engage in local governance within their communities and to participate in sport, arts and culture activities at all levels. Highlights are below:

- Facilitated the development of relationships between local governments and First Nations governments throughout British Columbia, through funding support for the Community to Community Forum Program (www.cscd.gov.bc.ca/lgd/gov_structure/firstnations/c2c_forum.htm). This program supports relationship-building and cross-cultural understanding between local governments and First Nations governments. Nearly 400 regional forums and three provincial forums have taken place, which have led to service agreements, memoranda of understanding and protocol agreements between neighbouring governments.
- Continued to make participation in local government elections accessible for all British Columbians by providing the Voter's Guide to Local Elections in British Columbia (www.cscd.gov.bc.ca/lgd/gov_structure/elections/voters_guide.htm) in English, French and Chinese.
- Included an online multi- language Step-by-Step Guide to the "Property Assessment Complaint Process" on the Property Assessment Review Panel website (http://www.cscd.gov.bc.ca/parp/). Besides English, the guide was available online in Chinese, Japanese, Korean and Punjabi.
- Continued partnerships with various governmental and non-governmental stakeholders supporting the Smart Planning for Communities initiative. (http://www.cscd.gov.bc.ca/lgd/intergov_relations/smart_planning.htm) This initiative assisted local governments and First Nations to address long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities.
- Provided the BC Arts Council's (http://www.bcartscouncil.ca/) activities and programs, where culturally-diverse communities and individual members were engaged as applicants, adjudicators, advisors and peers. Frequent contact was made with other agencies such as Multiculturalism BC, City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples' Cultural Council facilitated the Aboriginal Arts Development Awards (http://www.bcartscouncil.ca/artists/aboriginals.htm) program that assists Aboriginal artists and organizations with their professional art making.
- Supported community and professional festivals across the province through the BC Arts Council, which included several multicultural arts groups, such as Vancouver International Bhangra Celebration Society, La Societé Francophone de Victoria, Images on the Archipelago Film Festival Society, Cowichan Intercultural Festival of Film & Art Society, Mandala Arts and Culture Society, Vancouver Moving Theatre Society and Le Centre Culturel Francophone de Vancouver.

- Provided funding to increase sport participation in under-represented populations through the BC Sport Participation program (http://www.cscd.gov.bc.ca/sport/kids/school-based_initiatives.htm). Approximately one quarter of the funding was directed specifically to Aboriginal programming (such as Tsawout First Nation's Fall to Spring Sports Camps (Gathering Strength), Tk'emlups the Secwepemc – Fundamental Sports Academy, Urban Native Youth Association Downtown Eastside Program), while other funding was directed to general sport participation programs. Much of this support was used to offer new or expanded programs in communities with a high percentage of under-represented populations, such as new immigrants, to provide sport opportunities that are popular in participants' countries of origin, such as Karate — Fit for Defence, and BC Wrestling's — Beat the Streets learn to wrestle program.
- Supported the After School Sport and Arts Initiative, which also provided programming targeted to under-represented youth in Surrey and Vancouver, which have large multicultural populations.
- Provided Community Gaming Grants to support a vast array of programs that impact the lives of all British Columbians. Grants to cultural groups help to maintain their heritage, while programs to help new immigrants learn about our culture and adapt to new customs were also supported.

Ministry of Education

MANDATE

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. We work together with school districts, communities, libraries and other partners to create a solid foundation for the upcoming generation of British Columbian citizens.

I live multiculturalism by...

Teaching it and living it.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Government of British Columbia is firmly committed to recognizing and honouring the diversity of all British Columbians. Diversity among people is one of the most prominent features of British Columbia's society and our schools.

Over the years, British Columbia has made an increasing commitment to a school system with teaching and operational practices that honour diversity and promote human rights.

The Ministry of Education works to enhance stronger respect for other cultures and other ways of life within the school system. The Executive is united in its commitment to enhance Aboriginal and multicultural student success within the school system.

The school system strives to create and maintain conditions that foster success for all students and that promote fair and equitable treatment for all. These conditions include:

- Equitable access to and equitable participation in quality education for all students;
- School cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve;
- School cultures that promote understanding of others and respect for all;
- Learning and working environments that are safe and welcoming, and free from discrimination, harassment and violence;
- Decision-making processes that give a voice to all members of the school community; and
- Policies and practices that promote fair and equitable treatment.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Multiculturalism recognizes and values the ethno-cultural diversity of our society. It is an acknowledgement and valuing of diverse ethnic heritages as well as an appreciation and incorporation of diverse approaches to learning and working environments.

Goals of the British Columbia school system, as outlined in *Diversity in B.C. Schools: A Framework* (http://www.bced.gov.bc.ca/diversity/diversity_framework.pdf), include:

- Developing cross-cultural understanding to create sensitivity to and respect for difference.
- Eliminating racism (addressing the effects of historic, organizational, systemic and attitudinal racism) by:
  - Working to create an awareness of racism;
  - Educating people about what they can do about racism; and
  - Developing policies and strategies that take action against racism.
- Eliminating systemic and attitudinal barriers that prevent full and equitable participation in community services, employment and education:
  - Systemic barriers such as policies and practices that intentionally or unintentionally exclude, limit and discriminate against individuals and groups; and
  - Attitudinal barriers that create an environment where people may act out their prejudices, assumptions and biases.
- Developing culturally responsive services to meet the changing needs of the communities they are intended to serve, rather than expecting clients and consumers to adapt to prescribed services as they exist.

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within the organization and across the school system. The stakeholders in the education system represent every cultural group across the province. The system also models and promotes values that complement tolerance, from the flexibility to respond to diverse cultural needs to the courage to speak out against discrimination.

HIGHLIGHTS OF INITIATIVES

ONGOING EXTERNAL INITIATIVES:

Ongoing initiatives include targeted funding for Aboriginal students, translation of Ministry materials into as many as 12 languages (e.g., back to school tips for parents and students), the diversity framework for B.C. schools and English-Language Learning programs and policy.

Consultation continues with education partners, including the First Nations Education Steering Committee, to support anti-bullying and further develop our 10-point anti-bullying strategy, *ERASE*, which will help ensure every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation. For further details visit us online (http://www.bced.gov.bc.ca/addressing_students_needs.htm).

As part of ongoing efforts to provide choice for students and strengthen the presence of Aboriginal culture and history in classrooms, the Ministry continues to support partnerships between school districts and communities to develop language curriculum documents for First Nations language study within the public school system. Fifteen B.C. First Nations language curriculum documents have been approved for addition to the B.C. K-12 curriculum.

There are also currently 53 school districts with five-year Aboriginal Education Enhancement Agreements in place that unite Aboriginal communities, school districts, and the Ministry in developing goals, indicators, and targets for increased Aboriginal student success.

Districts with Enhancement Agreements have seen improvements, including improved exam results and attendance by Aboriginal students, increased Aboriginal content in classrooms for all students, and increased cultural awareness by school district staff. These districts also report closer working relationships with their Aboriginal communities and a shared focus on student success.

ONGOING INTERNAL INITIATIVES:

As part of its ongoing commitment to support cross-cultural awareness and respect within the organization, the Ministry is:

- Attracting, developing and retaining the workforce in the Ministry to reflect British Columbia;
- Embedding the principles of diversity in the practices, policies and services of the Ministry; and
- Removing barriers in our interactions with citizens and within the public service.

NEW EXTERNAL INITIATIVES:

An ERASE bullying website was launched in November 2012 with resources, tools and tips for parents to ensure that every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation (www.erasebullying.ca). Materials are available in multiple languages for parents. Since its launch, the website has received more than 60,000 visits.

As part of the ERASE Bullying website government launched the anonymous reporting tool for students (www.reportbullyingbc.ca). The tool provides a safe place to report bullying or safety issues using the technology that students are using every day. The reporting tool provides another option to students to reach out and seek help. More than 130 students, parents, educators and community partners were at the Premier's Summit on Bullying where the new ERASE Bullying web portal for parents was launched.

A corresponding Twitter feed (@ERASEbullyingBC) was created and ranked third for follower growth in December for all BC government accounts. As of March 2013, the Twitter feed had 1,350 followers and continues to grow.

Other new initiatives include:

- Hosting focus group sessions as opportunities to connect with immigrant parents, Settlement Workers in Schools staff and students.

» Facilitating Social media and TwitterChat sessions with parents to inform government on how best to engage parents as education partners and to raise awareness of education transformation.

» Launching *Discover Your School* (http://www.discoveryourschool.gov.bc.ca), a tool designed to help parents learn more about schools.

» Partnering with the BC Confederation of Parent Advisory Councils to develop resources and supporting parent organizations and connectedness with schools and districts. Working together as a 'collective voice of parents,' a diverse group of parents can be reached and disengaged parents can be engaged in order to ensure their voice is being heard. There is a clear link between parents who are engaged with their child's school or district and student achievement.

NEW INTERNAL INITIATIVES:

Anti-Bullying Day and Pink Shirt Day were celebrated within the Ministry of Education on February 27, 2013 with staff being encouraged to wear pink in support.

The Ministry continues with efforts to create a diverse workforce with respect to life experience, education, background and culture — which will help to reflect students in our classrooms and the many differing views, experiences and needs they have.

Ministry of Energy, Mines and Natural Gas (Responsible for Housing)

MANDATE

The Ministry of Energy, Mines and Natural Gas (EMNG) is responsible for British Columbia's energy and mining sectors, which comprise public and private interests that explore for, develop and use oil and gas, electricity, clean or renewable energy (biomass, biogas, geothermal, hydro, solar, ocean, wind or any other alternative energy resource), coal, minerals, and renewable and low carbon fuels. The ministry strives to ensure that British Columbians have access to safe, affordable and appropriate housing through market and non-market housing policies and programs, building and safety policy including the development of technical building codes and standards, and services for landlords and tenants. EMNG also works with its stakeholders and partners on liquor licensing, enforcement and distribution, as well as gaming policy, regulation and enforcement, problem gambling programs, licensing of charitable gaming, and oversight of horse racing.

GOALS

The goals of the ministry are:

» Internationally competitive energy, mining and natural gas sectors that contribute to jobs and the economy;

» Safe and environmentally responsible energy and mineral resource development and use;

» Safe and sustainable homes for all British Columbians; and

» Responsible regulation of gaming opportunities and the sale and use of liquor.

VISION

To meet the province's housing needs, facilitate the responsible development and use of B.C.'s energy and mineral resources, and manage regulation of gaming opportunities and the sale and use of liquor.

WHO WE SERVE

The ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses, industry and industry associations.

I live multiculturalism by...

Advancing in a new age.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The EMNG Executive is committed to respectful, honest, trustworthy and ethical behavior, and diversity in all its communications and actions.
- Embracing diversity is integral to our work and our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this, in January 2012, with the release of a Diversity and Inclusiveness Plan. This work continues in the Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.
- We are developing a toolkit with practical aids to build employee understanding and awareness; planning to showcase diversity and inclusiveness on our employee learning and development site; and launching an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.
- Our current focus is on building awareness and accountability by focusing on communication, conversation and ongoing dialogue.
- Through a sector-wide online survey, we have established a baseline understanding of awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.
- Looking forward, we will focus on ensuring that our recruitment and retention practices are inclusive, creating a community of diversity champions, and further embedding diversity and inclusiveness into our organizational culture.
- In November 2012, the Oil and Gas Division held cafe discussions involving all staff, which included the topic of Cultivating a Respectful Workplace. These discussions informed a work plan approved by management that included collectively completing the Public Service Agency's Building a Respectful Workplace (BRW) course. As part of the division's participation in the BRW course, a one hour online course, Diversity in the BC Public Service, will also be offered.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- The ministry supports the government's priority to create a more diverse public service that meets the needs of all of B.C.'s communities and citizens.

- A number of cultures, including First Nations people, are represented in the ministry. Our employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich our corporate culture, inform our work, and better meet the expectations of citizens to access services that are inclusive of their unique circumstances.
- EMNG is comprised of staff who speak the following languages: Cantonese, Dutch, English, Farsi, French, Hindi, Italian, Japanese, Mandarin, Polish, Punjabi, Russian, Spanish and Tagalog.
- The Argentinean, Austrian, British, Chinese, Fijian, Filipino, Iranian, Italian, Japanese, Korean, Métis, Namgis First Nation, Polish, Portuguese, Quebecois, Russian, Scottish, South Asian (Hindu and Punjab), Taiwanese, Tla-O-Qui-Aht First Nations cultures are represented in the ministry.
- Liquefied Natural Gas (LNG) Initiatives encouraged and developed economic opportunities and partnerships for First Nations involved in LNG development in Northern British Columbia.
- The Corporate Policy and External Relations section hired an intern from the Aboriginal Youth Internship Program to work on several projects, which included preparing for the LNG conference; mining and Aboriginal research; New West Partnership Energy MOU; federal–provincial relations; and research on northern/rural and Aboriginal housing.
- The Residential Tenancy Branch secured funding from the Intergovernmental Relations Secretariat for one staff person to participate in French language training to support the delivery of public education sessions to the Francophone community.

HIGHLIGHTS OF INITIATIVES

- Staff engaged with Aboriginal groups on proposed LNG developments on the west coast. This included negotiating an arrangement with the Haisla Nation and the Government of Canada to have provincial law apply to the proposed Kitimat LNG project that will be built on Haisla Nation reserve land at Bish Cove.
- EMNG supported the Ministry of Aboriginal Relations and Reconciliation, which has the provincial lead in the renegotiation of new consultation process agreements with Treaty 8 First Nations. Staff from the Oil and Gas Commission and Ministry of Justice were also integral to these negotiations.
- A panel session at the International LNG Conference had senior executives from international oil and gas companies participate in a facilitated discussion taking their international perspectives and applying them to the LNG industry in British Columbia.
- LNG task force members were encouraged to apply their cultural backgrounds to engage stakeholders on the development and delivery of the International LNG Conference.
- Comprehensive engagement plans were implemented with the Ktunaxa, Shuswap and Okanagan Nations regarding the Columbia River Treaty Review.
- Ministry staff supported BC Hydro and provincial natural resource agencies with policy direction and advice related to engagements with Treaty 8 First Nations in relation to the proposed Site C clean energy project, which is currently in an environmental assessment process.
- The Mines and Mineral Resources Division (MMRD) translated key marketing materials, such as the Opportunities Guide and slide presentations, for investors into Chinese and Korean to highlight B.C.'s rich mineral and coal resources.
- MMRD hosted a number of foreign delegations in Victoria and Vancouver to discuss investment opportunities. Countries included China, India, Pakistan, Japan, Korea, Mongolia, Qatar, Australia and United Kingdom.

- » The ministry signed Memorandums of Understanding (MOU) with China and India that will develop new relationships and economic opportunities. EMNG hosted a Chinese delegation, in spring 2013, as a result of the MOU.
- » Regional geologists assigned back to the ministry worked closely with area First Nations and played a key role in promoting mineral and coal industry and opportunities to First Nations communities.
- » The primary mines marketing web page offers information in appropriate languages (http://www.empr.gov.bc.ca/Mining/investors/Pages).
- » EMNG's office in Fort St. John held regular face-to-face meetings with the First Nations in northeast British Columbia on issues related to oil and gas tenuring.
- » The ministry participated in the development of the first Canada-Korea Natural Gas Forum, which was attended by the Premier and held in Vancouver, in December 2012. One hundred and forty industry and government executives attended the forum, including 51 Korean representatives accompanied by the Korean Vice Minister for Industry and Technology, Ministry of Knowledge Economy. The forum was a result of the Memorandum of Understanding signed between British Columbia and Korea, and contributed to continued strengthening of the jurisdictions' relationship.
- » The Residential Tenancy Branch:
  - Published its Guide for Landlords and Tenants in BC in French (online only), Punjabi, and Chinese;
  - Initiated outreach to ethnic media to publish articles in local newspapers to address commonly asked tenancy questions (new initiative); and
  - Was developing presentations on the rights and responsibilities of landlords and tenants, in Hindi and Punjabi, to be presented at local community groups (new initiative).
- » The B.C. Responsible and Problem Gambling Program provided:
  - Counselling services in the language of their clients (with interpreter if required);
  - Information and referrals in 10 languages for B.C.'s 24-hour toll-free Problem Gambling Help Line; and
  - Brochures, posters and stickers to inform the public that the Help Line and other services are available in languages other than English, including Cantonese-Chinese, Mandarin-Chinese and Punjabi.
- » The B.C. Responsible and Problem Gambling Program recently hired a First Nations program coordinator to develop program content tailored to the specific needs of First Nations communities.
- » In conjunction with the Ministry of Community, Sport and Cultural Development, the Gaming Policy and Enforcement Branch provided funding to the B.C. Association of Aboriginal Friendship Centres to assist Aboriginal groups with applications and compliance issues regarding their gaming grant applications.
- » Understanding provincial liquor laws was key to voluntary compliance by liquor licence holders. On an ongoing basis, the Liquor Control and Licensing Branch posted videos on the branch website summarizing operating terms and conditions for licensed establishments, which licensees can access at any time. Enhancements, this year, included a new traditional Chinese video and an updated Korean video. Both of these videos were targeted at operators of licensed restaurants.

Ministry of Environment and the Environmental Assessment Office

MANDATE

The vision of the Ministry of Environment and the Environmental Assessment Office (EAO) is a "Clean, healthy and naturally diverse environment." To realize this vision, the ministry has five goals: (1) Effective action on climate change; (2) Clean and safe water, land and air; (3) Healthy and diverse native species and ecosystems; (4) British Columbians share responsibility for the environment; and (5) Sustainable use of British Columbia's environmental resources.

I live multiculturalism by...

Loving and enjoying everything that surrounds me.

To achieve these goals, the ministry encourages and maintains the effective protection, management, and conservation of B.C.'s water, land, air, and living resources. It administers the province's parks and protected areas, and monitors and enforces compliance with environmental laws and regulations. It is also responsible for providing leadership to minimize the effects of climate change and ensuring that British Columbians and industry are prepared to adapt to the effects of a changing climate.

The Environmental Assessment Office leads a neutral and respected environmental assessment process that is inclusive and transparent, and contributes to British Columbia's economic, social and environmental sustainability.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector (NRS) ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in the NRS Transformation Plan. The purpose of this initiative is twofold: internally to achieve a more inclusive workplace culture; and externally to ensure that our services meet the diverse needs of our communities.

Ministry staff make presentation on carbon pricing to Canadian-Chinese Professional Accountants Assoc.

The diversity and inclusiveness elements in the NRS Transformation Plan focus on building awareness and accountability for all by encouraging ongoing dialogue. We are developing a toolkit with practical aids to build employee understanding and awareness, planning to showcase diversity and inclusiveness on our employee learning and development site; and launching an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve. Looking forward, we will focus on ensuring that our recruitment and retention practices are inclusive, creating a community of diversity champions and further embedding diversity and inclusiveness into our organizational culture.

Internally, the Ministry of Environment management has supported diversity by encouraging staff to share the traditions and values of their cultures through Lunch and Learns. Staff newsletters have also included articles on the history and traditions of various cultures.

Externally, management embrace the diversity of its stakeholders both in consultations and developing partnerships as different perspectives provide unique solutions to complex issues.

MULTICULTURALISM IN THE WORKPLACE

This past year, the former Deputy Minister often began her staff newsletters with historical information about the diverse cultures of British Columbians. These articles included such topics as Black History Month, St. Patrick's Day, the history of the Irish, Francophone Day, Indo-Canadians in B.C. and the history of the Sto:lo and Nlakapamux First Nations.

Staff have also taken the opportunity to educate their colleagues about their cultures. For example, one luncheon was in the form of a Persian New Year celebration on March 20th, 2013 (the day of the Persian New Year). At the celebration, traditions of New Year in Iran were discussed.

In celebration of Persian New Year.

International partnerships are also formed which support multiculturalism. Because of the magnitude of the 2011 Tohoku earthquake and tsunami, the Ministry of Environment continues to work collaboratively with Japan to provide accurate information and educational resources regarding aspects of tsunami debris management. This has included the ministry coordinating tsunami debris communications activities and protocol development with the Japan Consul General, coastal First Nations and US coastal states.

Japan Consul General

HIGHLIGHTS OF INITIATIVES

FIRST NATIONS

» The Conservation Officer Service is dedicated to developing and strengthening relationships with First Nations throughout B.C. and improving communication and cultural awareness. It continues to support, implement and provide training on using restorative justice. The Conservation Officer Service uses a restorative justice approach, when appropriate, to engage First Nations in addressing environmental violations committed within their communities.

» In January 2013, ministry staff attended the Health Canada Contaminated Sites Division training session "Involving Aboriginal Peoples." The training included discussing the benefits of involving Aboriginal Peoples in contaminated sites management and understanding how to involve and communicate effectively with Aboriginal Peoples.

- In March 2013, the Ministry of Environment, the Ministry of Forests, Lands and Natural Resource Operations and the Haida Nation developed a partnership to establish an integrated, collaborative and co-ordinated approach to natural resource compliance and enforcement activities in Haida Gwaii.
- The ministry and the EAO have actively participated in the Aboriginal Youth Internship Program (AYIP) since 2007. The Manager of Aboriginal Relations for MoE is a member of the Gitksan First Nation and has acted as a mentor to Interns within the AYIP and is on its Advisory Board. In 2012–13 the EAO supported the work of an intern who played a key role in the Office's compliance management program.
- In 2012–13, BC Parks entered into economic development agreements with Gwasala/Naxwada'xw and Mamalilikilla/Qwe'Qw' Sot'em First Nations. BC Parks will continue to work with First Nations, consistent with any government-to-government agreements to develop protected area management plans and implement economic development opportunities.
- The Environmental Assessment Office continued to make consulting with First Nations a key priority to address, and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title. The Office also held two Aboriginal Cultural Awareness training sessions for staff.

INTERNATIONAL RELATIONS

- The Ministry values its participation in international forums for the diversity of perspectives and potential solutions to complex issues. In 2012–13, this included participating on a steering committee for the International Carbon Action Partnership, a group of governments formed to share best practices and learn from each other's experiences in carbon pricing. In addition, last September, ministry staff made a presentation to the Canadian-Chinese Professional Accountants Association on carbon pricing and the business case for green technologies in traditional industries.
- Ministry staff participated in UBC's Sauder School of Business 1+1 Korean Government Matching Program. This event is put on by the BC Government Intergovernmental Relations Secretariat to strengthen relations with Korea. In 2012, a representative from the Climate Action Secretariat met the Deputy Director, Korea's Ministry of Strategy and Finance on the subject of the "Green Growth Strategy."

Korean Hiking Club

- BC Parks has been collaborating with the Vancouver Korean Hiking Club to undertake several stewardship initiatives in Mount Seymour and Cypress Mountain Provincial Park over the past four years. Bringing along traditional Korean tools, the group cleared a long section of rugged alpine trail leading to Elsay Lake in Mount Seymour Provincial Park. The club brought over 30 volunteers to construct two bridges on the Howe Sound Crest Trail in Cypress Provincial Park. The projects have helped forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

- Multicultural initiatives in the ministry are often focused on natural resource issues. One example is the capture of the snakehead fish in Burnaby Lake last summer. This was the impetus for the development and implementation of the aquatic invasive species section of the Controlled Alien Species regulation of the Wildlife Act. Part of developing the regulation was identifying some of the cultural uses and practices regarding fish. Ministry staff, including the Conservation Officer Service, will be working at providing targeted educational messages to the ethnic groups to identify the changes to the regulations and the potential environmental impacts of the practice of releasing live fish.

MULTI-LANGUAGE INFORMATION

- The BC Parks Lower Mainland brochure, which highlights 10 Lower Mainland Parks, was made available in French, simplified Chinese, traditional Chinese and Punjabi.
- The Ministry continued to assist agricultural producers for whom English is their second language by translating its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

Ministry of Finance

MANDATE

Vision: Trusted financial and economic leadership for a prosperous province.

Our ministry plays a key role in establishing, implementing and reviewing government's economic, fiscal, financial management and taxation policies and is responsible for delivering fair, efficient and effective tax administration and revenue and treasury management that fund government programs essential for citizens in British Columbia.

I live multiculturalism by...

Appreciating B.C. being a good place to live.

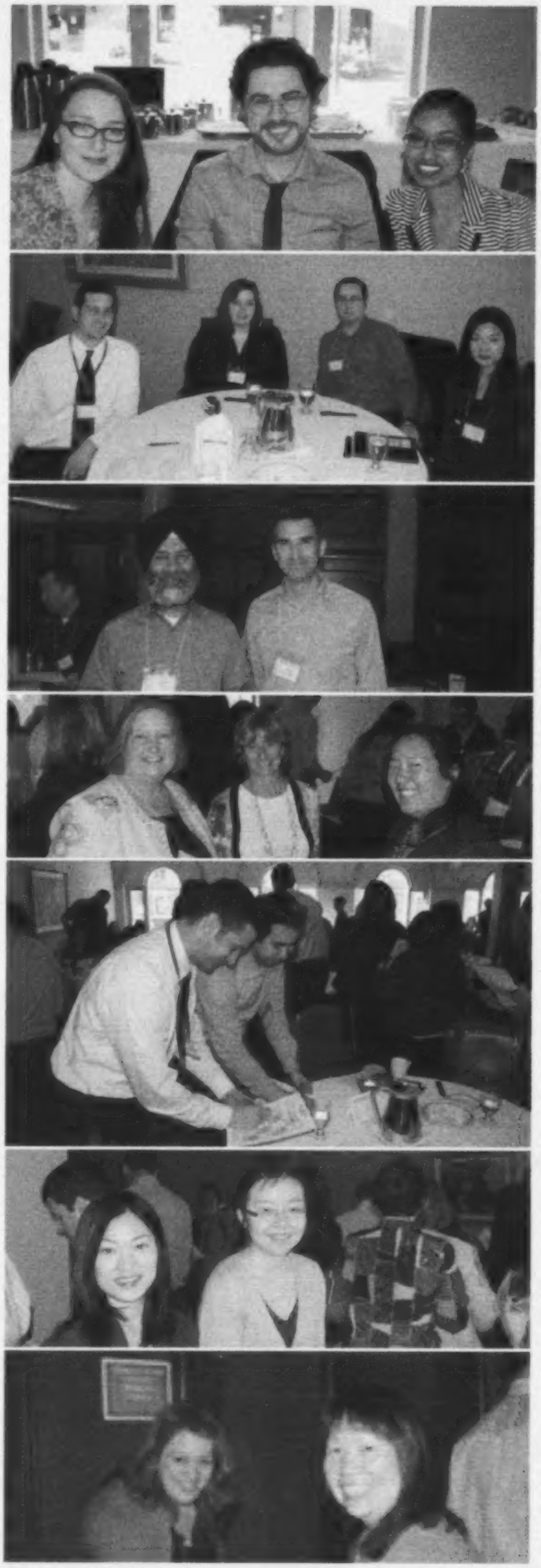
EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry Executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment.
- Executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the Ministry workforce to achieve this commitment.

- The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of BC's multicultural society.
- The 2012/13 Workforce Profile indicates representation of visible minorities at 22.4 per cent, Aboriginal peoples 1.3 per cent and persons with disabilities 4.3 per cent.
- Visible minorities are well represented in our primary locations: Victoria 17.3 per cent, Surrey 36.4 per cent and Vancouver 46.9 per cent.
- The Ministry's workforce is generationally-diverse with 1 per cent Traditionalists, 51 per cent Boomers, 39 per cent Generation X, and 9 per cent Millenials. The Ministry has female (59.9 per cent) and male (39.1 per cent) employees.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population (22 different languages).
- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.
- The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.



- The ministry continued recruitment outreach opportunities to diverse organizations in the community.
- The ministry designed and delivered Provincial Sales Tax (PST) Outreach sessions utilizing a culturally diverse team of employees able to speak eight different languages to provide communications and training support to BC businesses. (44.7 per cent by webinar, 29.5 per cent by presentation or seminar, 17.9 per cent by phone, 7.8 per cent by site visits).
- The ministry reviewed and assessed the rural property tax service delivery model, including its legislative and operational frameworks and implemented enhancements and service innovations to meet the diverse needs of the rural community.
- Ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.
- Wellness and social events reflect the varied interests of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.
- Flexible work options are supported which respects employees' needs while meeting business requirements.
- In support of the Diversity and Inclusiveness Strategy, the ministry-surveyed senior managers and all supervisors which identified improvement and progress in the understanding of and application to programs and policies in the ministry.
- The ministry developed a comprehensive communications plan that includes a focus on diversity concepts.

HIGHLIGHTS OF INITIATIVES

- French, Chinese and Punjabi translations of the 2013 budget highlights and budget consultation papers.
- The Ministry provided an interesting and challenging work assignment in Provincial Treasury, Debt Management Branch to one intern in support of the 2012 Aboriginal Youth Internship Program and has submitted a new proposal for an intern in the Income Tax Branch for 2013/14.
- The Ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- The Ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The Ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

MANDATE

Operating within the Natural Resource Sector, the Ministry of Forests, Lands and Natural Resource Operations delivers integrated natural resource management services for British Columbians. With a long-term vision of economic prosperity and environmental sustainability, it is the main agency responsible for establishing the conditions for access to and use of the province's forest, land and natural resources.

The Ministry incorporates forests and lands policy with operational resource management, aligning and streamlining operations in delivering services to enable effective stewardship and sustainable management of BC's land base for a variety of uses.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's leadership remains committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures equal opportunity for full participation and access to all services within the communities they serve.

We support the Province's commitment to foster improved relations with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and do not impose barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs aimed to create an inclusive working environment.

I live multiculturalism by...

Believing all life is sacred.

NATURAL RESOURCE SECTOR TRANSFORMATION PLAN:

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in the Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

Through a sector-wide online survey, we have established a baseline understanding of awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.

Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

We are developing a toolkit with practical aids to build employee understanding and awareness; planning to showcase diversity and inclusiveness on our employee learning and development site; and launching an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.

Looking forward, we will focus on ensuring that our recruitment and retention practices are inclusive, creating a community of diversity champions and further embedding diversity and inclusiveness into our organizational culture.

FIRST NATION FORESTRY TRAINING PROGRAM:

The First Nations Relations Branch spearheaded the First Nations Forestry Training Partnership directed at developing specific training skills for First Nations in the forest sector. This cooperative partnership was a collaborative effort between the Province of British Columbia, BC Timber Sales, the British Columbia First Nations Forestry Council, and participating First Nations. The federal Aboriginal Skills and Employment Training Strategy provided coordination support.

Under the partnership, First Nation students are sponsored and mentored for the two-year Forestry Technician Training Program. The First Nations Leadership Council has formally endorsed this pilot program, and The Ministry of Jobs, Tourism and Skill Training is now considering an expansion of the program to allow for up 40 students per year.

PACHEEDAHT FIRST NATION PRESENTATION:

As an example of the many ongoing initiatives to celebrate diversity, an all-staff meeting on February 28, 2013, the Tenures, Competitiveness and Innovation Division hosted Dorothy Hunt, Band Administrator and Chief Negotiator for the Pacheedaht First Nation, and Ron Andersen, President of Canadian Overseas Log and Lumber Ltd. They presented their joint venture, a company called Pacheedaht Andersen Timber Holdings that is now in its third year of operation.

Dorothy Hunt's presentation highlighted the positive effects of economic development on living conditions, education and employment in the Pacheedaht community. She described actions that she and the Chief and Band Council are taking to improve community well being and underscored forestry's significant role in enhancing the quality of life for First Nation communities.

HIGHLIGHTS OF INITIATIVES

- Most ministry offices can provide services to the public in more than one language. The South Coast Regional Operations office in Surrey can currently provide services in 18 languages.
- A dual posting process allows the ministry to recruit from a more diverse pool of candidates in cases where professional designations are non critical.
- Sessions on First Nations cultural awareness.
- Distribution of materials promoting diversity.
- Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- Training on government policies prohibiting discrimination in the workplace.
- Continued employment of Aboriginal fire crews.
- Ongoing participation in the Aboriginal Youth Internship Program.
- Training to First Nations in Crown land policies and procedures.

Ministry of Health

MANDATE

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

I live multiculturalism by...

Practising love, peace, health and spreading happiness.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to provide customized care that addresses the unique needs of patients and specific patient groups. Health system values that guide policies, programs and services include:

- Citizen and patient focus, which respects the needs and diversity of British Columbians; and
- Equitable access to services delivered by government for all British Columbians.

MECHANISMS AND PROCESSES FOR INVOLVING EMPLOYEES AT ALL LEVELS TO PROMOTE MULTICULTURALISM

The ministry continually invests in building cultural competency, increasing awareness and understanding among employees about the diverse cultural backgrounds of British Columbians, their unique health needs and service requirements. Following are some ministry programs and actions:

- Indigenous Cultural Competency Online Training Program delivered by the Provincial Health Services Authority of British Columbia is a requirement for all employees. The Ministry is also implementing the BC Public Service Agency's Aboriginal Relations Behavioural Competencies and participates in the Aboriginal internship program.
- Taking the diversity of British Columbians and their health needs into account when developing strategies, policies and programs to address the needs of ethnocultural and Aboriginal populations. An example is a program such as, Together to Reduce Elder Abuse — BC's Strategy, which includes an Aboriginal lens.
- The ministry's Aboriginal Healthy Living Branch is consulted on documents and reports produced to ensure that they include a culturally appropriate Aboriginal perspective.
- The Deputy Provincial Health Officer and Executive Director of Aboriginal Healthy Living Branch provide updates to ministry staff on First Nations Health Governance, the First Nations Health Authority and work promoting and advancing health of First Nations in B.C.

A boy with fresh carrots from the garden.

- Workshops as well as related videos, books, inspiring profiles and data on health characteristics and needs of diverse groups are provided through the Diversity @Work ministry web page to ensure that ministry staff function effectively in diverse teams and are knowledgeable about the wide ranging health needs of British Columbians. These are supplemented through seminars such as, Ethnicity and Cardiovascular Health.
- In 2012–13, Health and Human Services Library acquired books and videos that provide information about the wellness and health challenges of Aboriginal, multicultural and multiracial communities of B.C., Canada, the US and other areas of the world.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Ministry staff represent a variety of the languages and cultural backgrounds of British Columbians. Some of the languages spoken are Afrikaans, Cantonese, Croatian, English, Farsi, French, Hindi, Hokkien, Italian, Mandarin, Malay, Malayalam, Punjabi, Rumanian, Serbian, Shanghainese, Spanish and Tamil.

Discussion and sharing of cultural backgrounds, experiences and their significance is part of the ministry's inclusive culture and contributes to employees' awareness and understanding of the requirements of culturally responsive service and regulation.

- Activities that helped staff explore, understand and celebrate multiculturalism included display of personal storybooks to celebrate employees' diverse backgrounds; cultural scavenger hunt of Victoria historical, artistic and cultural sites, cultural performances and sharing of food and travel photos to generate discussion about cultural diversity.

Partnering with various organizations helped ministry staff to promote health and wellbeing and serve the health needs of diverse communities. Examples are:

- Membership in Mental Wellness and Substance Use Tripartite Strategy Council and the Community Action Initiative which supports Aboriginal community capacity building.
- Participating with community based organizations such as Affiliation of Multicultural Societies and Services Agencies of BC to promote health and wellness through diversity health fairs across the province.
- Partnering with the Aboriginal Sport, Recreation and Physical Activity Partners Council to increase attention to healthy lifestyles at the annual provincial Aboriginal youth conference – Gathering Our Voices and to deliver the Aboriginal Healthy Living Activities projects.
- The ministry and the First Nations Health Authority Joint Project Board provide overall leadership, direction and key decision-making to ensure timely progress and action in the implementation of strategic priorities under the Transformative Change Accord: First Nations Health Plan and the Tripartite First Nations Health Plan.

National Aboriginal Day

PROGRAM HIGHLIGHTS

PROGRAMS INTRODUCED IN 2012/2013

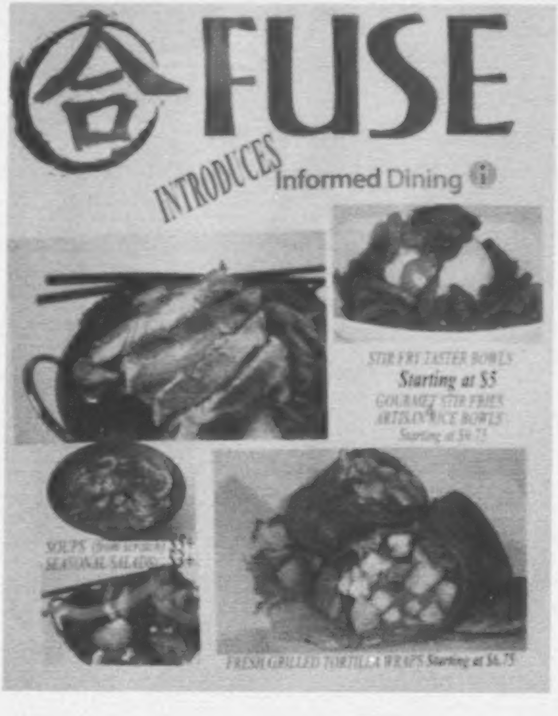
The ministry partnered and collaborated with a variety of organizations to promote and provide health services for Aboriginal and ethnocultural populations. These included:

- » The Tripartite Health Partnership Accord between the First Nations Health Council, Health Canada and the Province of British Columbia, signed Dec.17, 2012, re-affirming the long-term commitment of the three parties to work together to achieve a higher quality, more integrated, culturally appropriate and effective health system for B.C. First Nations.
- » Partnership with the First Nations Health Council and BC Agriculture in the Classroom Foundation resulted in nutritional programs for First Nations schools.
- » ParticipACTION/MoH's Sports Day in Canada working group includes an Aboriginal representative and tours First Nations communities.
- » Partnership with the First Nations Health Authority to support a fully inter-connected and unified telehealth network. Funded by Canada Health Infoway, the First Nations Telehealth Expansion Project was launched in 2012 to build and expand telehealth capacity and access to services in up to 30 First Nations communities.
- » First Nations Health Authority: The Academic Collaboration Planning Committee promotes and supports collaborative research that benefits First Nations in British Columbia.
- » The ministry distributed information on the BC Smoking Cessation Program at the iCON Annual Health Fair, organized for the Chinese community by the University of British Columbia (UBC) and S.U.C.C.E.S.S., an organization serving the Asian community in the Lower Mainland.

Girls eating fresh peppers from the garden.

The ministry provided funding for a variety of food and nutrition programs. Examples are:

- » Community gardens in remote First Nations communities, Food Skills for Families program to teach cooking and healthy eating skills in a manner that is culturally suitable for multicultural, new immigrant and Aboriginal families. The Informed Dining program supports ethnic restaurant operators through nutritional analysis and adjustment of menus. In addition, the Farmers' Market Nutrition Coupon Program provides coupons for B.C. produced healthy foods for low income families and seniors from diverse backgrounds.



The ministry worked with community based organizations or those with specific mandates on health related strategies and structures including the following:

- The Directorate of Agencies for School Health (DASH) and Action Schools! BC engaged Aboriginal schools (currently 71) in communication and leadership development.
- A Path Forward: BC First Nations and Aboriginal People's Mental Wellness and Substance Use Plan released by The Tripartite Mental Wellness and Substance Use Strategy Table is a provincial plan to improve regional and local planning and action.
- The ministry supported S.U.C.C.E.S.S. through a one-time grant of $400,000 to provide prevention and self-care support for those living with or at risk for hepatitis B virus.

Children in the playground.

- The ministry provided culturally appropriate resources for Aboriginal people as well as End-of-Life Care Action Plan for seniors to support healthy, active aging. It is also developing information suitable for ethnocultural adults to support Planning for Healthy Aging.
- The ministry signed a Memorandum of Understanding with the Ministry of Jobs, Tourism and Skills Training to better understand the health needs of newcomer immigrant women and their experiences with health supports and care during their settlement process in B.C.
- Information packages for service providers and individuals were sent to multicultural, Aboriginal and First Nations organizations as part of a provincial elder abuse prevention program, Together to Reduce Elder Abuse — B.C.'s Strategy.

A number of ministry telephone, print, audio, video and internet resources have been translated into multiple languages. Some examples are:

- A provincial patient brochure on health care in four languages to help patients and families understand what services are available and what they are personally responsible for.
- BC Smoking Cessation Program information in the seven most prevalent non-English languages in B.C. which is also available on the PharmaCare website. (http://www.health.gov.bc.ca/pharmacare/stop-smoking/patient-pub.html)
- Material in French, Cantonese, Mandarin, Persian, Korean and Punjabi to promote QuitNow phone service available in 130 languages to help adults quit smoking.
- The brochure, Non-Prescription Pad, that physicians share with patients on managing common infectious diseases without using drugs, available in Simplified Chinese, Traditional Chinese, Farsi, French, Korean, Punjabi and Vietnamese.
- Patient experience surveys printed in multiple languages.
- Multicultural visuals and stories included in the ministry's HealthyFamilies BC (HFBC) and ThinkHealth BC (THBC) websites and social media channels to engage British Columbians in a dialogue about health care. Multilingual versions of the ministry's BC Innovation and Change Agenda for improving health care provided through THBC.

- Strategies and Actions for Independent Living (SAIL), Home Activity Program instructions available in Chinese and Punjabi.
- A French language version of the Baby's Best Chance Parents' Handbook of Pregnancy and Baby Care launched in March 2013.

HIGHLIGHTS OF ONGOING PROGRAMS

- HealthLink BC (HLBC) continues its 24/7/365 service for B.C. residents providing non-emergency health information via phone (8-1-1) in more than 130 languages and online. HLBC also promotes ministry programs via the BC HealthGuide Handbook, other culturally appropriate material and through fairs and other venues.
- Vital Statistics Agency information continues to be provided in French, German, Punjabi, Simplified Chinese, Traditional Chinese, Tagalog and Vietnamese.
- The Provincial Tele-health Office supports a tele-psychiatry video conference project with partners First Nations Health Authority, Vancouver Coastal Health Authority, First Nations and Inuit Health and expansion of tele-mental health services throughout B.C., including isolated and First Nations communities.
- The ministry funds the iCON initiative through UBC, which provides culturally appropriate health information on chronic disease management in various languages.
- The Seek and Treat for Optimal Prevention of HIV/AIDS (STOP HIV/AIDS) pilot project in Vancouver and Prince George (2009–2013) is now a provincial program to better engage immigrants from countries where HIV is present.
- The Emergency Management Unit co-chairs, with the Public Health Agency of Canada, a First Nations Health Emergency Management (HEM) Working Group to confirm and clarify responsibilities for health emergency management within First Nations communities in BC.
- The province continues efforts to attract and retain internationally educated health professionals through the B.C. Provincial Nominee Program, competency based assessment of nurses and care aides, regulatory reform to enable conditional licensing and expansion of postgraduate medical education program for internationally educated physicians.

HIGHLIGHTS OF EFFECTIVE SERVICE DELIVERY FOR B.C.'S MULTICULTURAL POPULATION

- Mental health review board (MHRB) panel members are trained to accommodate patients whose first language is not English. The MHRB pays for interpreters at hearings when requested by the patient's advocate, the hospital representative or ministry staff.
- Patient Safety and Care Quality Review Board Secretariat has an ongoing contract with Provincial Language Services to provide language translation.
- Health Insurance BC's Contact Centre continues to offer registration services for Fair PharmaCare in Mandarin, Cantonese and Punjabi.
- Information pamphlets and tear-off pads about BC Services Card are available in four languages. Health Insurance BC and Insurance Corporation of British Columbia (ICBC) provide related multilingual customer service.

Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

MANDATE

The Ministry manages key lines of government service that help create the economic prosperity needed for the success of families and communities across the province. This means taking advantage of the opportunities and responding to the challenges of a globalized economy in order to create new jobs, defend existing ones and position the province for long-term growth. In addition, the Labour Division establishes a fair and balanced labour and employment law framework that promotes worker health and safety and labour relations stability.

Services for 2012/13 were delivered through the following divisions: International Trade and Investment Attraction; Major Investments Office; Economic Development; Competitiveness and Small Business; Tourism; Labour Market Programs and Immigration; Labour Programs; and Management Services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. The ministry has a strong commitment to providing information about B.C. programs and opportunities in languages and culturally-appropriate formats for B.C. workers, newcomers to B.C., those considering relocating to work or settle here, and to prospective international business partners, investors and tourists. Ministry programs present opportunities to showcase British Columbia's exciting multicultural identity to the world and also to build on our inherent linkages around the globe.

The ministry employs staff in our many offices in and out of the province, who are not only reflective of B.C.'s diversity, but who are also able to implement local and international programs and policies in a culturally-sensitive manner. The ministry conducted continuous improvement sessions to assess ministry programs using a diversity lens. This provided opportunities to increase inclusiveness in program delivery.

The ministry fosters an environment of trust and respect, and works to ensure that the work environment is free of discrimination, harassment, bullying or racism.

I live multiculturalism by...

Hiring new Canadians.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Understanding both the diversity of the population we serve, and the diversity of the workforce we count on to deliver our services is important. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

Cross-cultural sensitivity and international savvy are essential in execution of business. Our team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, in the International Trade and Investment Attraction Division, over 35 people can communicate in a language other than English. In the Labour Market and Immigration Division, there are approximately 20 different languages spoken by employees. The ministry also supported an Aboriginal youth intern by providing the opportunity to develop their leadership skills in the work environment, and to share their culture and practices with others.

WelcomeBC is an important resource for staff and the public. It is the Province's strategic framework for immigrant settlement, integration programs and welcoming communities initiatives. WelcomeBC supports a range of initiatives that promote multiculturalism and awareness, not only at the community level, but also within the ministry.

HIGHLIGHTS OF INITIATIVES

Many of the resources and tools offered by the ministry in 2012/13 were developed in languages for diverse audiences. Websites, telephone lines, key tools, program guides, videos, and customer support services were offered in numerous multilingual formats for workers, tourists, investors, business partners and immigrants. This included:

- Websites and promotional materials designed to attract jobs and international investments to B.C. were available in many different languages;
- Publishing the Starting a Small Business Guide in nine languages including: English, French, Simplified Chinese, Traditional Chinese, Japanese, Vietnamese, Korean, Punjabi and Filipino;
- The Visitor Centre at the Vancouver International Airport offered useful visitor information with translation services available in more than 170 languages;
- WelcomeBC (www.welcomebc.ca) provided materials to assist newcomer and multicultural communities across B.C. in English, French, Spanish, Punjabi, Traditional Chinese, Simplified Chinese, Russian, Vietnamese, Korean, Arabic and Farsi;
- The B.C. Newcomers' Guide (http://www.welcomebc.ca/language2.aspx) and videos were available in 11 languages;
- English Language Services for Adults brochures are available in a multitude of languages;
- The WorkBC website (www.workbc.ca/Pages/Home.aspx) launched a translation service using Google Translate to ensure labour market information and employment opportunities are accessible to diverse audiences;
- Educational materials were translated for workers and employers, including several Employment Standards factsheets in 10 languages; and
- Translation services in more than 100 languages through WorkSafeBC's Language Line assisted workers and employers with workers' compensation matters.

In May 2012, B.C. was featured prominently at international trade events in Japan, Korea and the Philippines. In December 2012, two new B.C. trade and investment offices were opened in India to provide export-ready B.C. companies with additional entry points into the diverse and fast-growing Indian market, and to offer support for Indian companies interested in business and investment opportunities in B.C.

BC Job Fairs began in September 2012 and went to 42 communities across the province. The tour reached out to encourage multicultural youth participation in job fair activities.

The Ministry continued to coordinate the provincial response to the mountain pine beetle (MPB) infestation epidemic. The provincial response is guided by the MPB Action Plan, which acknowledges government, communities, First Nations, and forest industry as partners to ensure success with impact mitigation and to demonstrate respect for the cultural, geographic, social and experiential diversity of the various communities impacted.

The Ministry's Tourism Division oversaw the introduction of many programs geared for multicultural audiences, including:

- Ongoing travel media relations programs in other countries, including the United Kingdom, Germany, Japan, Korea and Australia.
- Conducting business in the language of visitors and key markets:
    - Team members in Germany, Japan, and Korea speak the language of the country in which they are based; and
    - The B.C. Visitor Centres made efforts to hire staff who are multilingual in order to better service non-English speaking visitors.
- WorldHost Training Services customer service workshops educated tourism frontline staff throughout B.C. about the service expectations of various international target markets.
- Working with the Aboriginal Tourism Association of B.C. on the implementation of programs that develop and market Aboriginal tourism products.

WelcomeBC is a broad framework that brings immigration, settlement and immigration-related labour market services under a single service umbrella. It includes services for newcomers, information about English language courses, employment, health and education services.

Examples of services offered in B.C. included:

- Settlement and Integration Program, which provided services and support to help immigrants and families understand, settle, and integrate successfully in Canadian society and B.C. communities;
- English Language Services for Adults;
- Enhanced settlement workers in schools;
- Skills Connect for Immigrants Program, a bridging program that successfully helped skilled immigrants to achieve employment, or identify the pathway toward employment, that builds on their international education, skills and experience; and
- WelcomeBC also piloted the Welcoming and Inclusive Communities and Workplaces Program, which convened the Welcoming and Inclusive Communities Dialogue Initiative. The dialogues explored themes related to multiculturalism, the elimination of racism, and supporting welcoming and inclusive communities.

Labour programs focussed on being responsive and supportive of the evolving world of work, and communicating workplace requirements and processes to employers, (new) workers, and other stakeholders. Initiatives included:

- Since 2007, Employment Standards Branch has conducted approximately 75 guest appearances on Punjabi, Mandarin, Cantonese and English-speaking radio and television programs to answer questions about employment standards and employee rights;
- Participation in the Immigrant Public Legal Education and Information Consortium Project, which delivers public legal and education information to new immigrants;

- Informational seminars targeted for First Nations, new immigrant workers and business owners on employment rights;
- Compilation of a Cultural Intelligence inventory that details the various multicultural resources and services available at Labour;
- The Farm Labour team undertook train-the-trainer projects with multicultural organizations to assist them to share information with their clients; and
- In conjunction with the Mexican Consulate, expanded outreach and educational initiative on employment standards, workers' compensation system, and labour relations that included delivering training sessions for employers of workers engaged in the Seasonal Agricultural Worker Program.

Ministry of Justice

MANDATE

The mandate of the Ministry of Justice is to lead law reform in British Columbia, see that public affairs are administered in accordance with the law and ensure that British Columbia is a province where people are safe.

I live multiculturalism by...
Living at peace.

The portfolio of the Ministry includes:

- Law enforcement;
- Prosecution of criminal matters;
- Correctional services and restorative justice;
- Crime prevention, including protection of children and vulnerable adults, addressing violence against women, and anti-human-trafficking strategies;
- Civil forfeiture;
- Court administration and security;
- Alternative dispute resolution;
- Victim assistance;
- Legal aid and public legal education;
- Family justice services, including family maintenance enforcement;
- Legal services to government;

- Criminal, civil, family and administrative law policy;
- Training and support for emergency management, emergency social services, and search and rescue;
- Fire safety and flood mitigation;
- B.C. Coroners Service;
- Driver behaviour and road safety;
- Regulation of the private security industry; and
- Consumer protection policy, including oversight of the administration of consumer protection legislation by Consumer Protection BC and the Motor Vehicle Sales Authority of British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Justice works continuously to update and improve its programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.
- The Executive team leads the Ministry in the commitment to multiculturalism; in fact, a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website.
- Key decision makers within the Ministry have also participated in a diversity and inclusiveness awareness session.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- The Ministry values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate.
- The Ministry works with stakeholders to ensure policy and program development reflects the diversity of the province.
- The following section of the report highlights the many examples of the Ministry's diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

HIGHLIGHTS OF INITIATIVES

COMMUNITY SAFETY AND CRIME PREVENTION BRANCH

- Offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.
- Funds VictimLink BC, a toll-free service in 130 languages (including 17 Aboriginal languages) that provides information and referral services to victims of crime, including women who have experienced violence.
- With support from the federal Department of Justice, undertook a Healing the Circle project focused on training for service providers who work with Aboriginal victims.
- With support from National Crime Prevention Centre Canada, is undertaking an intensive, three year, community-driven crime prevention project in three different Aboriginal communities.
- Through Civil Forfeiture funds, provided grants to several Aboriginal communities for crime prevention and remediation projects.
- With support from the federal Department of Justice, translated the "Help Starts Here" series of 14 publications for victims of crime and "For Your Protection: Peace Bonds and Family Protection Orders" into Chinese, Punjabi, and French.

- Branch staff co-presented five cultural awareness workshops across the province for transition house/homeless shelter workers.
- With support from the federal Department of Justice, offered the Provincial Health Services Authority Indigenous Cultural Competency training to Branch staff and contracted victim service and violence against women programs.
- Through the Office to Combat Trafficking in Persons, maintains dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:
  - Ongoing distribution of Pocket Cards in 14 languages with information on Human Trafficking and a toll-free number to call for assistance;
  - A toll-free number (handled by VictimLINK BC) that directs callers who are unable to communicate in English to an over the phone interpretation service;
  - Ongoing delivery of the first Human Trafficking Training Curriculum in Canada, *"Human Trafficking: Canada is not Immune"*, developed in consultation with representatives from Aboriginal, Settlement and Interpretation organizations, Multicultural Victim Services, and immigrant and refugee service networks;
  - Translated the online training " Human Trafficking: Canada is not Immune" into French;
  - Funded the development and distribution of a brochure to prevent the trafficking and exploitation of vulnerable foreign workers (the brochure is available in Chinese, Punjabi, Filipino, and Spanish);
  - Delivered a session on Human Trafficking at the Public Legal Education Conference for Settlement Workers; and
  - Delivered two-day "Train the Trainer" sessions in Williams Lake and Prince George, emphasizing outreach to and participation of First Nations.

CORRECTIONS

- Recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention.
- Offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.
- Recruits Aboriginal service providers to deliver spiritual leadership, counselling and cultural programs in all custody centres to facilitate offender reintegration.
- Supports the national Aboriginal Justice Strategy with funding to support community-based services for Aboriginal offenders in 30 communities across the province.
- Provides funding to support the Aboriginal Courtworker Program, a federal-provincial program covering 74 per cent of B.C. courthouses in 28 communities, which helps Aboriginal people navigate the justice system.
- The Corrections Branch and the Justice Institute of BC have partnered to provide training in relationship violence, substance abuse management, facilitation skills, and alternative measures to Aboriginal Justice Workers.

COURT SERVICES BRANCH

- Provides ongoing support to cross-ministry and multi-lingual websites on the justice system, including links to online resources and legal publications.
- Maintains multilingual fact sheets, pamphlets, brochures and forms regarding a variety of programs and services.
- Provides circuit court in three First Nations communities including: Kwadacha; T'say Keh Dene; and, New Aiyansh.
- Provide court administrative and sheriff services to First Nation courts in New Westminster, Kamloops, and Duncan.

- Many court locations have court workers with an Aboriginal background who assist Aboriginal Peoples by guiding them through processes and providing them with referrals to legal, social, educational, employment and medical services.
- During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.
- Retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages and visual languages for the deaf and hard of hearing.
- Court proceedings are conducted in French or in bilingual French/English in two court locations: Victoria (*Contraventions Act* proceedings only) and New Westminster (criminal and youth court proceedings), which, on occasion, travels to other court locations to conduct bilingual or French trials.
- Violation ticket centre automated telephone system includes client information in multiple languages.
- Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009, allowing for some civil and criminal matters arising under Tsawwassen Law to be heard in British Columbia courts. This successful implementation represents an historic moment in the evolution of the B.C. justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.
- Maintaining the database of French-speaking potential jurors in British Columbia that was created by Court Services in 2011/12.
- Support the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia justices when assigned to the Specific Claims Tribunal. Note: the Specific Claims Tribunal is an initiative of the Federal Government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.
- In partnership with the Justice Institute of BC, continue developing The Centre for Court Administration, a standardized education and training program for court administration staff. A key course in the Foundational Studies curriculum is, "Self Wellness and Client Service", include appreciating diversity in the workplace and providing opportunities to give back to the community.
- Developed and implemented policy in consultation with the World Sikh Organization permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

CRIMINAL JUSTICE BRANCH

- In early 2011/12, the Branch and the British Columbia Crown Counsel Association approved a project plan to promote diversity and inclusiveness in British Columbia's Prosecution Service. The Branch aligns its plan with the recent diversity initiatives of the Ministry of Justice and continues to focus on many initiatives that promote multiculturalism, both within the Branch and with external stakeholder groups. Action items identified in the plan continue to be developed.
- The Branch undertook a survey of all staff members asking to self-identify other languages spoken and written, and level of fluency.

» A number of diversity actions underway include: research into diversity resources locally, nationally and internationally; translation of Branch materials; use of inclusive language in Branch publications; participation in university diversity events; preparation of an orientation program that fosters diversity; and, will introduce new initiatives in the next fiscal year, including diversity training at the annual Crown Counsel conference. In 2012/13, the Criminal Justice Branch translated Crown Counsel Policy Manual material into five languages, including the Spousal Violence policy that guides prosecutorial discretion.

» In addition, as in previous years, the Branch:

- Ensures inclusive language is used in our internal and external communications that promotes multiculturalism, diversity and inclusiveness;
- Participates in First Nations Court (located in New Westminster), which is a community-based, less formal court process for accused who identify as First Nations (the sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have lead to the crime being committed);
- Resource Counsel made available to work with the Hate Crime Team providing legal advice, information and support to the police and other Crown counsel across the province (cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code);
- Maintains a Resource Counsel position within the Branch to assist the Crown with files which may have an element of hate or bias to them;
- Maintains a liaison with the Vancouver Police Department Diversity Policing Section;
- Staffs a French language prosecutions team;
- Committed to alternative measures programs that recognize the traditional values and customs of aboriginal communities and have been authorized under section 717 of the *Criminal Code*; and
- Contributes to a cross-ministry multi-lingual website explaining the criminal justice system in B.C. (JusticeBC).

CRIMINAL JUSTICE AND LEGAL ACCESS POLICY DIVISION

» The Ministry provides core funding to the Legal Services Society (LSS) to deliver public legal education and information. Significant materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets, such as radio and newspapers and many public legal education and information programs have been tailored for First Nations audiences.

» Additionally, LSS has increased Aboriginal services being delivered, including:

- The Gladue report disbursement pilot project, which supports Aboriginal clients who face sentencing in court; legal aid intake on reserves; Gladue report writing and training for lawyers and advocates; access to First Nations Courts; and, new public legal education and information materials for Aboriginal peoples.

» In criminal justice at the national level, British Columbia is chairing a subcommittee of the federal/provincial/territorial (FPT) Aboriginal Justice Working Group and leading the development of a FPT justice framework to address the issue of violence against Aboriginal women and girls. The Group is preparing a report on their work to FPT Ministers Responsible for Justice and Public Safety in fall 2013.

DISPUTE RESOLUTION OFFICE (DRO)

- Through the Ministry of Jobs, Tourism and Innovation, the Dispute Resolution Office administers funding directed at enhancing public legal education and information for new immigrants, which has resulted in increased access to law related classes for English Language Services for Adults, expansion of the Court Information Program for Immigrants and enhanced training and collaboration between Public Legal Education and Information and settlement agencies resulting in better web access to tools and resources about employment standards, housing issues, family law and increased use of multicultural media.
- The Dispute Resolution Office's human rights program funds the British Columbia Human Rights Clinic to provide information, general advice, and advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code. The Code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion (other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation).
- Education about rights and obligations under the Human Rights Code is provided through the Ministry funded British Columbia Human Rights Coalition, which includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which includes information in English, Chinese and Punjabi; and, seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout B.C.
- At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on B.C.'s compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in federal-provincial-territorial discussions considering whether Canada will ratify or become a signatory to other instruments.

EMERGENCY MANAGEMENT BC

- Supports local authorities' development of culturally appropriate emergency response and recovery plans.
- Established the Integrated Disaster Council of British Columbia, comprised of disaster response agencies, multicultural groups, and the First Nations Emergency Services Society.
- A Letter of Agreement with Aboriginal Affairs and Northern Development Canada (formerly Indian and Northern Affairs Canada) confirms ministry support for First Nations communities if support is required in emergency response and recovery operations.
- Have developed public safety brochures in Punjabi, Cantonese and Mandarin.
- Office of the Fire Commissioner supports First Nations communities in fire investigations via direct request from RCMP, Coroners or the First Nations communities.
- Support local fire departments through culturally diverse fire safety initiatives.
- Brochures dealing with the Coroners Service roles and responsibilities are available in a variety of languages.
- Coroners perform their duties with respect for and consideration of the cultural practices and beliefs of the deceased and next of kin as circumstances allow.

- Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.

FAMILY JUSTICE SERVICES DIVISION

- The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish, and Vietnamese languages.
- Interpretation services and cultural supports are used in child protection mediation where necessary to support participation and accessibility for the diverse needs of ethnic groups in British Columbia.
- The Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

MAINTENANCE ENFORCEMENT AND LOCATE SERVICES

- Multilingual services provided on an ad hoc basis, as needed in Mandarin, Cantonese, Spanish, French, German, Farsi and Portuguese.

LEGAL SERVICES BRANCH

- In conjunction with Criminal Justice Branch, has a specific articled student position for indigenous articled students. This program allocates one articling position annually for a law student having indigenous ancestry.

OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES

- The Responsible Driver Program is a remedial program for impaired drivers. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat impaired-related accidents and convictions. B.C. partners with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care offers counselling sessions in several different languages including Punjabi — Hindi, Cantonese — Mandarin, Korean, Vietnamese, and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

POLICING AND SECURITY PROGRAMS DIVISION

- Police Services Division cost shares with Public Safety Canada (48–52 per cent) the provision of a dedicated policing service to First Nation communities. The goal of the First Nation Community Policing Service is to ensure that First Nation communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend one hundred per cent of their time policing needs of the First Nations communities. In 2012/13, one new First Nation community was added to a Community Tripartite Agreement. There were a total of 108.5 police members providing an enhanced service to 131 First Nation communities throughout B.C. through 54 Community Tripartite Agreements.

Ministry of Social Development

MANDATE

The Ministry of Social Development provides support and assistance to people with disabilities and offers unemployed and underemployed British Columbians access to programs and services that allow them to find work, attach to the labour market and secure their future. Through a mixture of employment and community services delivered by third party service providers throughout the province, the ministry is able to a deliver appropriate services and assistance to those British Columbians with varying abilities and who are in need.

I live multiculturalism by...

Accepting all people as they are and helping those in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Within the ministry, diversity is understood as covering a broad spectrum of people including, ethnic, religious and cultural minorities, persons with disabilities and First Nations, Métis and Inuit populations. As part of the ministry's commitment to diversity, the ministry has a strong record of supporting multiculturalism both within the organization and with our stakeholders and the people we serve.

The ministry has crafted a vision statement and a set of goals which provide the cornerstone values and direction to ensure that delivery of programs and services meet the needs of our diverse client base while supporting progress in building a culturally diverse workforce. Structured reporting responsibilities ensure progress on the ministry commitment to social innovation and other important diversity and inclusivity initiatives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

LANGUAGES

Wherever possible, language is eliminated as a barrier to services for British Columbians. Through the Provincial Language Service, frontline staff can work with individuals through translation and interpretive services in over 150 languages.

Employment Program of BC (EPBC) service providers are required to provide full services to all unemployed British Columbians. Service providers achieve this in a variety of ways, depending on the demand for services in their catchment area. Many use sub-contracted specialized immigrant service providers as part of their EPBC service delivery model, and in some catchment areas where the demand is less such as rural areas, EPBC contractors utilize specialized multicultural language supports and other services as needed.

There are dozens of sub-contracted specialized service providers utilized across the province to assist multicultural groups and individuals to access all services provided through the EPBC. For example, in areas where Service Canada has indicated there are large French-speaking populations the ministry's employment programs has specific contracts to ensure that service can be provided in French.

Additionally, many EPBC print materials, such as rack cards and brochures, are available in a variety of languages including English, Arabic, Chinese, Farsi, Filipino, French, Hindi, Korean, Punjabi and Spanish.

CELEBRATING OUR STAFF

The ministry has a strong culture of sharing and recognition. The main vehicle for this is the Loop, the ministry's intranet site. A feature of the Loop is the Water Cooler, a blog where staff can write on topics important to them. Through this forum the ministry has recognized several employees with unique stories. One such story, shared by Marilynn Quigley, spoke about her experience as an immigrant to Canada. An excerpt from that blog is included below:

> ***An Immigrant Story:***
>
> *I attended a diversity workshop recently in which we ranked different groups of people according to their influence in Canadian society. I was disheartened to learn that I belong to three groups that ranked lower in the scale: I am a woman, an immigrant, and I am over 55.*
>
> *I have felt higher up in the scale of influence other times in my life – in my home country and other places I have lived and worked. I negotiated program agreements with local governments in the Philippines and was part of a group that did pioneering work for women in crisis in Pakistan.*
>
> *The things I miss about my life outside Canada include other cultures' concepts of personal space. What is considered an "intrusion" in North America is viewed by other cultures as sharing or caring; an acceptance of life and what the future will bring – developed after much battering by nature, politics, and circumstance - that somehow freed people from obsessing about material security; a stability and continuity in communities that provided a sense of place, of rootedness, of shared stories; and then, of course, there is the rather profound respect for those over 55, regardless of social or economic status.*
>
> *Despite this, Canada is home. I am so in love with this country because of the protections that we enjoy in so many aspects of our lives, and the fact that I am equal, under the law, with the highest officials in the land.*

PARTNERSHIPS

The ministry is involved in a number of partnerships that support multiculturalism. Some partnerships are broad and involve multiple organizations and have province-wide mandates. This includes leading government's work to promote and support social innovation — the generation, development, implementation and scaling of new ideas to address B.C.'s most complex social and environmental problems. Certain populations, including new immigrants and Aboriginal people, tend to be especially vulnerable to the impact of these challenges.

As part of the social innovation agenda the ministry is a lead partner in the Government Non Profit Initiative. This partnership is aimed at improving the relationship between government and the non-profit sector, which has significant ties to supporting multiculturalism. For example, the ministry is involved in an ongoing partnership with the BC Association of Aboriginal Friendship Centres to promote and support social innovation capacity in Aboriginal communities. The ministry also leverages its partnership with Aboriginal Friendship Centres to focus on local issues including homelessness, barriers to employment and special needs for young families.

The ministry also engages in partnerships with service providers and private sector enterprises in communities. The example below which involves MOSAIC, a Vancouver based non-profit that provides assistance to immigrants and refugees, demonstrates the power of forging partnerships between public, private and non-profit sectors.

Clearly Contacts is Canada's largest online retailer of glasses and contact lenses and they are a large employer in Vancouver. A significant example of how MOSAIC is able to develop and implement strategies and tools to address labour market changes is their recent work with Clearly Contacts. Clearly Contacts had experienced significant growth over the past several years and had increased their work force proportionally. In order to meet their growing HR demands they hired many immigrants with lower levels of English.

Although they found their new hires to be good employees Clearly Contacts recognized that these immigrant staff were having difficulties fitting in and were not advancing within their organization. Because Clearly Contacts recognized that the labour market is changing and that more new hires will be immigrants they wanted to address the issues of their current staff. As a result of this Employer engagement MOSAIC and Clearly Contacts developed a series of short workshops supplemented by online teaching. Following the implementation of the training; testing showed that the staff use of communications had improved, as evidenced by sample e-mails before and after the training.

ABORIGINAL RECRUITMENT

The majority of ministry staff are involved in frontline service delivery, these employees are critical to meeting the goals of the organization and they are considered gateway positions to higher levels in the ministry. The ministry has developed a frontline recruitment and retention strategy targeted to Aboriginal people that has been built on the following six strategies:

- Revising the job posting and job description for frontline workers to reflect a better welcoming tone and to be more inclusive without impacting the classification;
- Targeting persons of Aboriginal ancestry who possess the required qualifications of the ministry's frontline positions;
- Utilizing a wide array of advertising methods to attract applicants;
- Creating selection and interview panels that are composed of members who are well informed of Aboriginal practices and nuances;
- Incorporating Aboriginal cultural practices story-telling into the ministry's New Employee Orientation to provide more meaning to new Aboriginal employees as they adapt to their new employment situations; and
- Preparing our leaders by leveraging the PSA's recently launched Aboriginal Competencies for all who work with employees of Aboriginal ancestry.

HIGHLIGHTS OF INITIATIVES

DIVERSITY TRAINING FOR FRONTLINE STAFF

All new frontline workers go through Core Training, a three month training program that prepares staff to perform the core elements of their jobs. In 2012/13, the ministry developed a new Diversity module to be included in the Core Training program. This module is a mandatory component for all new frontline staff in the ministry and includes a study guide that outlines learning objectives and practice activities for trainees, a video of frontline staff that champions diversity and inclusiveness within the ministry context and review questions to reinforce key concepts with trainees.

FOSTERING INNOVATION

In 2012/13, the ministry supported BC Ideas, an online competition launched by Ashoka Changemakers to identify and develop new ideas for addressing social challenges in B.C. communities. The winners included:

- Fusion Kitchen, a start-up that trains immigrant women in Vancouver to teach cultural cooking classes, develop transferable skills and gain work experience, while improving their English language skills; and
- The First Nations Renewable Energy Forum, which engages Victoria community members, Aboriginal youth, academia, industry representatives and government to share, explore and work toward innovative solutions to meet renewable energy needs.

HOMELESSNESS INTERVENTION PROJECT

The Homelessness Intervention Project (HIP), which received a Premier's Award in 2012 for Partnership, was a cross-government initiative that focused on housing the chronically homeless in five communities. The project's outstanding results include housing almost 4,000 chronically homeless individuals over almost two years — 85 per cent of whom remained housed. Aboriginal organizations were involved in the steering committees in all five communities and these groups supplied valuable input and resources to ensure that the needs of the chronically homeless populations were addressed.

OUTREACH

Through contracted service providers, EPBC performs outreach work in communities across the province to ensure that citizens are aware of available employment services. This includes working with community planning groups, attending job fairs, and participating in events that help immigrants build connections within their community. Outreach also includes working with employers in communities and reducing barriers for immigrants and minority populations to access employment opportunities.

Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure builds and maintains British Columbia's transportation infrastructure to ensure a safe, efficient and reliable network of highways and bridges across the province. The ministry also develops and implements transportation policies, and administers federal-provincial funding programs to further strengthen our transportation system and help build sustainable communities.

I live multiculturalism by...

Traveling and exploring many places.

The ministry works to expand B.C.'s world-class transportation network through innovative, forward-thinking strategies that move people and goods safely, create jobs, and fuel our provincial economy. Improvement of vital infrastructure is a key goal in supporting British Columbia's position as Canada's Pacific Gateway, along with enhancing the competitiveness of B.C.'s transportation industries and reducing transportation-related greenhouse gas emissions.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for our ministry, as we work to maximize the strengths of our employees and reach out to further engage with our citizens. We recognize and embrace the opportunities presented by the ongoing demographic shifts and pressures transforming the public service and our ministry. Our focus on diversity aligns with the corporate diversity strategy, Reflecting our Communities.

Our executive strongly support the Employee Advisory Forum (EAF), which is made up of approximately four dozen employees from across the ministry. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. Diversity lenses are applied to EAF projects as they are developed and implemented.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry strives to create a work environment where the diversity of our employees is fully embraced and encouraged:

» The ministry is dedicated to the Aboriginal Youth Internship Program, having mentored our most recent Intern in our Southern Interior Region's Kamloops office.

» Our EAF Recognition Calendar celebrates the diversity of our ministry in pictures and notes various cultural events and festivities.

» The Lower Mainland District updated the volunteer Language Inventory Database of employees who speak Spanish, Mandarin, German, Polish, Urdu and Punjabi, in an effort to better serve our diverse citizenry. The team is working towards implementation in the spring of 2013.

» The ministry is committed to recruitment practices that reflect and support the diversity of our workforce.

» The ministry has a diversity web page with various resources to assess diversity and build awareness, such as the Diversity Plan and the Aboriginal Policy Lens.

TRANsforming :SUPERVISION

We love diversity!

What is Diversity?

What does Diversity look like at TRAN?

visor's Corner

HIGHLIGHTS OF INITIATIVES

The ministry continues to heighten diversity awareness and resources for our workforce:

» We exceeded our 2012–2013 target for diversity related training of 30%, with 46% of our employees having participated in diversity learning opportunities, including supervisory and mentor training, workshops with the EAF, and other Learning Centre offerings.

» The ministry dedicated the February 2013 TRANsforming Supervision newsletter to diversity, to support supervisors in creating and embracing diversity on their teams and in their services.

» Five members of the ministry attended a Learning Gathering for the Aboriginal Relations Competencies in November 2012.

- Representatives of the Aboriginal Relations Group attended the Squamish Nation Bright New Day Reconciliation Circle and an Evergreen line team member participated in a similar workshop held in Lytton, adding tremendous depth and value to policy consultations within the ministry.

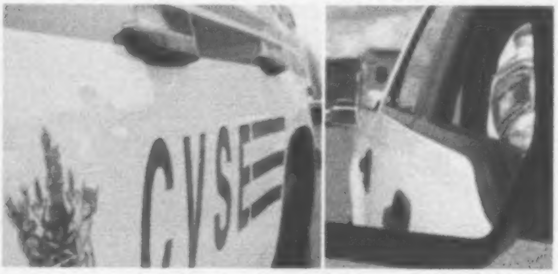
The ministry pursues opportunities with First Nations to stimulate economic development and relationship building in the delivery of transportation projects:

- Westbank First Nation (WFN) and the ministry worked in partnership to deliver intersection improvements on Highway 97 through band lands. WFN led the delivery of the Nancee Way Overpass in construction, supervision as well as contract management.
- In partnership with First Nations, the South Fraser Perimeter Road Project completed the first phase of work at the First Nations Recognition Area with a First Nations crew. The Recognition Area is designed to educate, recognise and commemorate Coast Salish culture and history, as well as history of the local communities and cultural groups in the area. Signage and First Nations art have been incorporated as a means of educating and celebrating Coast Salish heritage.
- Significant First Nations contributions in archaeological field and site work have also been facilitated on the South Fraser Perimeter Road Project.
- Project development continued on the Trans Canada Highway east of Kamloops, with up to 20 local First Nations members providing archaeological services for the Monte Creek-Pritchard and Pritchard-Hoffman's Bluff projects.
- The ministry is hiring a member of the First Nations to work on the Field Services crew for the Pritchard-Hoffman's Bluff project, strengthening local First Nation relationships while building capacity for the community on future construction projects.
- The ministry is working with the Prince George Nechako Aboriginal Employment and Training Association in the Northern Region to provide administrative work experience to interested students enrolled in their administration program. This experience proves beneficial for all, the students, association and region. The region has also applied for an Aboriginal Youth Intern for the upcoming term.
- Ministry project tender documents have incorporated language encouraging proponents to consider inclusion and involvement of First Nation in their proposals.
- Our Aboriginal Relations Group has established a network of employees from across the province as a collective resource to share their First Nations experiences and develop a better understanding of the First Nations, to heighten their engagement.
- In February 2013, our ministry received the corporate Aboriginal Procurement and Contract Management Guidelines and is in the process of introducing these guidelines to our community.

The ministry continues to reach out to citizens through significant public engagement, consultation and communication activities that embrace the multicultural fabric of our province:

- Evergreen Line materials have been made available in Chinese and Korean. This year materials have been produced in Farsi, and news releases are now provided in French.

- Having developed strong international business acumen, the Pacific Gateway team partnered with other ministries to inform, engage and listen to communities. The Partners in Prosperity video, already available in Chinese, Japanese and Korean, was made available in Punjabi and Hindi for the BC-India Global Business Forum in March. An interactive survey was used to gauge participants' understanding of transportation and infrastructure in B.C. at the Union of B.C. Municipalities 2012 convention.
- Consultation for the George Massey Tunnel Replacement was advertised in a Chinese language newspaper.
- The TranBC website has translated four key pieces of Commercial Vehicle Safety and Enforcement (CVSE) information to Punjabi.
- Our Passenger Transportation Branch continues to apply plain language to the website, application forms, guidelines and reference sheets.
- After a comprehensive review of the Service and Attraction Signs Program, an updated program will include a revision of the existing manual, development of a communication plan and signage replacement being improved and prioritized.



BC Games Society

MANDATE

To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development.

I live multiculturalism by...

Trying out unique cultural activities outside my own culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BC Games Society continues to guide the host community volunteers based on our vision and values as an organization. Recruiting all volunteers based on the fabric of the community is critical.

As described in our society's Vision and Values statements posted online (bcgames.org):

- BC Games Society board represents a model in leadership and governance;
- Progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization;
- The organizational culture honours both the individual and the contribution of the team; and

- Commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.

EMBRACING MULTICULTURALISM

- Society staff have communications skills in French, Slovak, Czech, Polish, Russian, German, and Italian. Staff cultural backgrounds include Slovak, Austrian and Italian.
- Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community. The Surrey 2012 BC Summer Games board included individuals from the South Asian community and First Nations.
- Host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality.
- The society continues its longstanding partnership with BC's First Nations through a Memorandum of Understanding with the Aboriginal Sport, Recreation and Physical Activity Partners Council.

HIGHLIGHTS OF INITIATIVES

- The Surrey 2012 BC Summer Games partnered with the annual Fusion Fest to create an elaborate opening and closing ceremony which included representatives of all the region's ethnic communities.
- Through our annual Government's Letter of Expectation, we continue to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport participation in all BC Games sports.

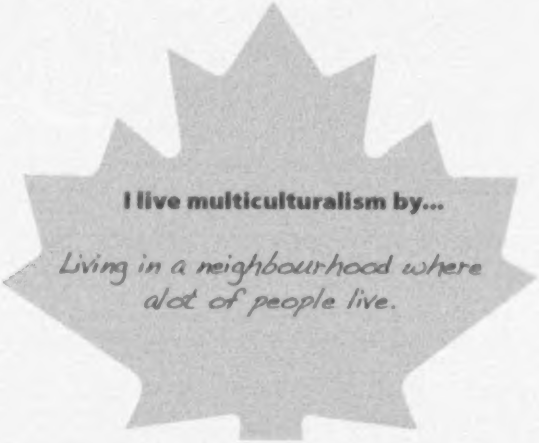
BC Housing Management Commission

EXECUTIVE SUMMARY

BC Housing is the provincial Crown agency that develops, manages and administers a wide range of subsidized housing throughout the province.

Our values are Integrity, Respect, Commitment, Service and Accountability.

BC Housing's executive commitment to multiculturalism is strong both externally and internally, evidenced by our range of programs and partnerships in communities throughout BC and by the respectful, supportive and welcoming employee experience we maintain throughout our organization.



I live multiculturalism by...

Living in a neighbourhood where alot of people live.

HIGHLIGHTS OF INITIATIVES

- Employee Diversity and Inclusion Program.
- Employee Multicultural Celebration.
- Focus on Aboriginal Individuals and Families.
- Aboriginal Capacity Building.

- Women's Transition Housing and Supports.
- New Housing.
- Aboriginal Homeless Outreach.

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a wide range of subsidized housing throughout the province.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967. As of 2010/2011, our mandate has expanded to include responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction. Our values are Integrity, Respect, Commitment, Service and Accountability.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's executive commitment to multiculturalism is strong both externally and internally, evidenced by our range of programs and partnerships in communities throughout BC and by the respectful, supportive and welcoming employee experience we maintain throughout our organization.

MULTICULTURALISM POLICY AT BC HOUSING

BC Housing has had a multiculturalism policy in place since 1994. We are committed to ensuring an environment that supports and advances multiculturalism, including the supporting and promoting of multiculturalism in our initiatives and programs. All staff are expected to respect multiculturalism in the workplace and in working with our tenants, clients, partners and the public.

It is the policy of the BC Housing Management Commission to:

- Ensure an environment in the organization that supports and advances multiculturalism.
- Maintain a Staff Multiculturalism Committee consisting of representatives of the various branches of the organization. The Committee is responsible for the on-going development of an action plan to support and promote multiculturalism at the BC Housing Management Commission, monitoring and reporting on initiatives, and guiding programs.
- Implement and evaluate the BC Housing Management Commission's multiculturalism policy and action plan and ensure that all staff are accountable for their behavior towards the public and co-workers, with respect to multiculturalism.

HIGHLIGHTS OF INITIATIVES

EMPLOYEE DIVERSITY AND INCLUSION PROGRAM

Throughout 2012/2013, BC Housing has been building a new Diversity and Inclusion program, to be launched in 2013/2014. This work has included employee focus groups, consultation with community agencies and research into best practices. The launch of the program will see the adoption of a newly updated diversity policy, a suite of diversity-related workshops for employees, mandatory respectful workplace training for all employees and other resources and events throughout the year.

EMPLOYEE MULTICULTURAL CELEBRATION

For the 9th year running, BC Housing celebrated Canadian Multiculturalism Day in June with our annual Multicultural Employee Lunch. Almost 200 employees attended this event at our Home Office.

The well-attended event included:

- World music and dance performed by guests and by BC Housing employees.
- Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.
- Our Stories: New Canadians and first generation Canadians shared their personal and family stories.
- Map Station: Picking up from previous years' successful exercise, new employees and those who had not participated previously were each given as many red stickers as they needed to mark their ancestral homes on a large (10+ foot) map of the world, building on the stickers placed previously. This impressive map, which hangs in a prominent spot in our home office year-round, shows that as a group we've descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine, Vietnam and more. Our intention is to continue growing and adding to our map, inviting new employees to add to it each year.
- Planning is currently underway for our 10th annual event.

FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES

BC Housing is committed to supporting Aboriginal housing partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households, and by working to increase capacity of the housing sector to meet Aboriginal housing needs.

Aboriginal people tend to be over-represented in housing-need categories across the continuum. The 2006 Census identified that off-reserve Aboriginal households represented 4.5 per cent of all B.C. households, but 6.9 per cent of all households in core housing need. The 2006 Census also identified that 21.1 per cent of off-reserve Aboriginal households are in core housing need compared to 13.4 per cent of all non-Aboriginal households.

Aboriginal people are also overrepresented among those who are homeless or at risk of homelessness. For example, according to the preliminary results from the 2011 Metro Vancouver Homeless Count, 24 per cent of the homeless individuals found in Metro Vancouver self-identified as an Aboriginal person.

While partnerships and programs exist specifically to support Aboriginal households, Aboriginal individuals and families are also supported by all programs across the housing continuum.

ABORIGINAL CAPACITY BUILDING

Our partnerships with Aboriginal organizations over the past several years have been diverse, including working closely with the Aboriginal Housing Management Association (AHMA) on the transfer of the administration of subsidies and operating agreements of Aboriginal housing projects, ensuring increased Aboriginal self-management of these projects. BC Housing has also worked on the development of an ownership and management transfer of Rural Native Housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

Another exciting partnership is the development of a training and job readiness partnership between BC Housing, Métis Nation BC, and the Aboriginal Community Employment Services Society for essential skills building and preparing Aboriginal individuals for careers within an employer partner's organization, including on site service teams at BC Housing.

BC Housing was also a founding partner of the World Indigenous Housing Conference, held in Vancouver in June 2012. It was the first international forum to bring Indigenous housing leaders, senior government officials, researchers and corporate heads from around the world together to learn from best practices, build a global network, and showcase Indigenous cultures.

In June 2012, BC Housing hosted over 150 of our employees for a day-long event focusing on Aboriginal initiatives, issues and partnerships. This Semi-Annual Meeting (SAM) featured speakers from some of our Aboriginal partner organizations, a 3-hour workshop entitled Working Effectively with Aboriginal Peoples delivered by trainers from the Indigenous Corporate Consulting group and an exceptional performance by the Nisga'a Dancers. Based on the excellent response to the event, we will be delivering the Working Effectively with Aboriginal Peoples workshop throughout the organization in the coming year.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities. This year, BC Housing has completed a review of program and is working with our partners to implement recommendations to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

NEW HOUSING

In a multi-year project, through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across BC for Aboriginal people living off reserve. This new housing continues to be developed to create safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are being funded with $50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with the Aboriginal housing management Association to administer this trust.

ABORIGINAL HOMELESS OUTREACH

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community-resources in a culturally-sensitive manner.

At the core of the program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well being and housing stability.

BC Hydro

MANDATE

BC Hydro is a provincial Crown corporation with a mandate to generate, purchase, distribute and sell electricity.

I live multiculturalism by...

Embracing everyone equally.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» BC Hydro's Board and Executive Team have approved a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal peoples and people with disabilities to the level of B.C. labour force by 2017.

» Our method has been to establish a foundation of leading practices which are required to support a successful diversity and inclusion strategy, specifically:

- A clear definition of the diversity goal and the supporting business case, including accountabilities, reporting, measurement and timetables;
- Effective sourcing and recruitment strategies;
- Awareness, engagement, and capacity building focused on leaders who understand the diversity strategy and can build and manage the diverse teams; and
- Policies and infrastructure that support equity and inclusion.

» BC Hydro's approach to multiculturalism is integrated within a broader diversity strategy.

» BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique. Our focus is on programs and initiatives that deliver measureable outcomes in our workforce.

» As of the end of Sept 2012, the following progress has been made towards achieving this goal across the four designated diversity categories.

BC HYDRO DIVERSITY STATISTICS AS OF SEPTEMBER 30, 2012

Diversity (BCH % representation)	Q4 F09	Q4 F10	Q4 F11	Q4 F12	Q2 F13
Visible Minorities	16.0%	16.4%	17.5%	17.9%	18.0%
Aboriginal Peoples	2.3%	2.2%	2.3%	2.5%	2.5%

PRODUCED BY BC STATS, LABOUR & SOCIAL STATISTICS SECTION (MARCH 6, 2013)

Note: Data from BC Stats survey of new BC Hydro employees. Respondents that do not return surveys to BC Stats are assumed not to be from one of the four employment equity groups; therefore the above data will be underestimated.

» Reduction in the representation of women in F12 was an outcome of an overall reduction of headcount, specifically back office functions.

Our vision and values inform and support our diversity program, including multiculturalism:

» BC Hydro's vision of "Powering B.C. with clean, reliable electricity for generations", is inclusive of the changing demographics of the province. It acknowledges that our customers and increasingly our employees will be found in Aboriginal communities, new Canadians and their children.

» Our values are safety, accountability, integrity, service, teamwork and ingenuity.
  - Improved customer service: By reflecting the demographics of the communities we serve, BC Hydro will be better able to understand, communicate with and serve its customers.
  - Teamwork and ingenuity: Diverse teams produce better business results by bringing different perspectives and solutions for stronger creative thinking, balanced decisions and innovative solutions.

Mechanisms and processes are in place to involve employees at all levels to promote diversity, including multiculturalism and are as follows:

» BC Hydro maintains a diversity focused role within Corporate Human Resources. This position is responsible for the development, planning, implementation and reporting of BC Hydro's diversity strategy.

» In 2013, a review and refresh of the diversity implementation is planned to ensure BC Hydro is on track to meet the 2017 goal of a representational workforce.

» Employee and workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment.

» All employees receive mandatory respectful workplace training.

» Resources and tools have been developed to support diversity in the workplace such as:
  - Quarterly enterprise diversity reporting to the BC Hydro Board (lagging indicator);
  - Tools for Managers and employees such as: Diversity Fact Sheet, Toolkit , Train-the-trainer materials, Scenario-based tools;
  - Cultural awareness/cultural literacy training; and
  - Diversity Primer for Managers.

» BC Hydro also has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practice on site.

HIGHLIGHTS OF INITIATIVES

In 2013, BC Hydro received recognition as one of Mediacorp's "Top Diversity Employers in Canada" and one of the nation's "Top Employers for New Canadians" awards.

2013 Canada's Best Diversity Employers

2013 Best Employers *for* New Canadians

» BC Hydro provides financial and development support for the Hydro Employees' Multicultural Society (HEMS) and the Hydro Aboriginal Employee Network (RAIN). These employee resource groups celebrate and promote multiculturalism and inclusion through employee events during Multiculturalism Week, National Aboriginal Day and other specific cultural/religious holidays.

» In 2012/13, the HEMS committee awarded scholarships to students at the high school and post-secondary level who demonstrated support for multiculturalism and worked to build a more inclusive society in their communities.

As a result of the 2011 Canadian Council for Aboriginal Business Progressive Aboriginal Relations (PAR) assessment, BC Hydro developed and launched its Aboriginal Employee network, RAIN on June 21, 2013, National Aboriginal Day.

In the picture above, Engineer-in-Training, and executive member of the RAIN Network, Ska-Hiish Manuel explains the name — Respectful Aboriginal Inclusion Nucleus (RAIN) and members of the Network gathered to celebrate the launch at an all employee event.

The RAIN network charter was ratified and completed in 2012, and elections for the network executive will take place in 2013.

Subsequently, in July of 2012, members of the RAIN network participated in interviews with the Canadian Council for Aboriginal Business PAR evaluation team to provide their perspective on the Aboriginal employee experience at BC Hydro.

In 2012/13, BC Hydro achieved a GOLD Level designation based in part on the employees' feedback.

Progressive
Aboriginal
RELATIONS
GOLD
LEVEL

Canadian Council for
Aboriginal Business

Excerpt from the BC Hydro newsletter:

BC Hydro is celebrating the launch of the employee-led Aboriginal Employee Network on June 21, coinciding with National Aboriginal Day.

"BC Hydro's commitment to build enduring relationships with Aboriginal peoples is again demonstrated through the annual National Aboriginal Day celebration and the launch of the Aboriginal Employee Network — Respectful Aboriginal Inclusion Nucleus (RAIN)," said Debbie Nagle, Senior Vice President and Chief Human Resources Officer. "The RAIN Network invites all Aboriginal employees to share in establishing and creating a sense of community that embraces the uniqueness and richness of Aboriginal culture and heritage." RAIN is a collaborative network of Aboriginal employees that will provide a community and support system for the Aboriginal employees of BC Hydro, allowing them to embrace personal and professional growth and unity, in a respectful and trusting manner. Membership is open to all Aboriginal employees.

» In 2012, the BC Hydro Youth Hire program, an entry level, job shadow program, provided opportunities for Aboriginal youth and young women considering the trades an opportunity to work with BC Hydro crews.

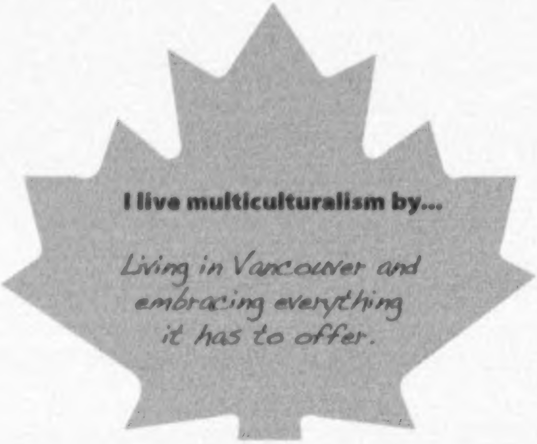
- Since 2009 BC Hydro has sourced and relocated internationally trained employees from the United States, Jamaica, the United Kingdom, New Zealand, Australia, Italy and Egypt.
- In 2012/13, volunteers from BC Hydro supported the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of B.C., as assessors of credentials and applications of internationally-trained professionals for the purpose of providing provisional, entry-level memberships to the Association.
- In 2012/13, BC Hydro participated in three Utility Boot Camps, initiative in partnership with Fortis BC Energy Inc., Enbridge, TransCanada, Kinder Morgan and Spectra Energy, for Aboriginal participants to gain exposure to the electricity industry through training programs hosted on First Nation territories.
- In 2012/13, $214,000 or approximately nine percent of BC Hydro's total budget for corporate donations and sponsorships were allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. These initiatives included support for community and regional events, business conferences and educational support through scholarships.

British Columbia Assessment Authority

MANDATE

BC Assessment is a provincial Crown corporation, created in 1974 under the Assessment Authority Act, and governed by a Board of Directors. Its vision is "We are trusted to value B.C." and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act.

BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll provides the basis for local taxing authorities to raise more than $6 billion in property taxes that fund a variety of essential community services.



I live multiculturalism by...

Living in Vancouver and embracing everything it has to offer.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the Office of the President and Chief Executive Officer.

The Communications and Government Relations Department and Human Resources Department are responsible for internal communications as well as the distribution of public information including publications, ethnic media relations and advertising and the public website. BC Assessment's Service Plan outlines the goals, strategies and performance measures for the organization.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Assessment has a diverse workforce of 650 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province. BC Assessment was recognized in 2012 as one of British Columbia's Top Employers and supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment's commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment's Human Resources Department's hiring practices support diversity in the workplace (e.g. age/culture/gender /experience).

HIGHLIGHTS OF INITIATIVES

» In 2012–13, BC Assessment provided assessment rolls and services on a contract basis to 60 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year (next survey spring 2013).

» BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource representing 21 different languages. The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions during peak business periods.

» BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople with language skills are trained to conduct interviews with select ethnic media outlets.

» BC Assessment translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2013 Assessment Roll.

» Each year, Communications purchases Multifaith Action Society wall calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the communities we serve.

» BC Assessment often meets delegations from other nations to share information and the CEO participated at the 2012 conference of the Commonwealth Heads of Valuation Agencies (CHOVA) in Australia.

British Columbia Council for International Education

MANDATE

VISION

To profile B.C. as the education destination of choice for learners from around the globe and to promote global citizenry and internationalization at all levels in B.C.'s education system.

MISSION

British Columbia Council for International Education (BCCIE) supports all participants in B.C.'s International Education (IE) sector and the provincial government to advance the IE interests of the Province of British Columbia.

CORE VALUES

BCCIE's core values guide its operations and are embedded in its organizational culture and include:

- Internationalization;
- Global citizenry;
- Collaboration;
- Best practices; and
- Integrity.

GOALS

One of BCCIE's goals for 2012/13 is to provide coordinated leadership for B.C.'s diverse International Education sectors. One of the strategies to achieve this goal is to create an educational environment for Canadian students that encourages academic mobility, inclusion, global citizenry and positive intercultural engagement.

To help build inclusion and cultural awareness, BCCIE encourages B.C. students to study in other cultures through our work on the enhancement of the B.C. Study Abroad Consortium. In addition, BCCIE hosts professional development events that work to educate communities on the benefits of international students, creating more supportive and culturally aware communities throughout B.C.

I live multiculturalism by...

Learning about different foods
and trying out various
cultural cuisine.

Another major goal for 2012/13 is to provide effective training, service and communication for all stakeholders. One of the strategies to achieve this goal is to provide effective professional development, service and research opportunities for the sector. BCCIE hosts professional development events that support districts and institutions to create multicultural learning environments on topics such as how to create a successful orientation program for international students.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The nature of the work at BCCIE is well aligned with the values of multiculturalism and encourages respect, tolerance and substantial knowledge of other cultures and creeds. BCCIE incorporates this into its hiring practices, when possible, and pursues linguistic diversity when posting all positions. In addition, executive management at BCCIE supports staff to engage in cultural experiences at work. Professional development opportunities hosted through BCCIE support internationalization and global citizenry, two of BCCIE's core values.

MULTICULTURALISM IN THE WORKPLACE

BCCIE values diversity in the workplace and employees at BCCIE come from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and Mainland), Peruvian, Punjabi and various European cultures. In addition to the variety of cultures represented at BCCIE, numerous languages are spoken among the staff including Mandarin, Cantonese, Taiwanese, Spanish, Indonesian, French, English, Punjabi and beginners Portuguese.

Examples of internal diversity activities at BCCIE include Lunch and Learn sessions on topics relevant to the theme of multiculturalism as well as co-op placements for students to gain work experience. BCCIE partners with other international organizations to advance multiculturalism in B.C. Examples of these partnerships for 2012/13 include:

- Two new memoranda of understanding (MOUs) signed with Chinese national partners;
- One renewal of an existing MOU with another Chinese national partner;
- Formalization of a partnership with Canadian Bureau of International Education; and
- Ongoing collaboration with the Immigrant Employment Council of BC.

HIGHLIGHTS OF 2012/13 INITIATIVES

The nature of BCCIE's work promotes internationalization with the aim of attracting students to B.C. to study and encouraging more students from B.C. to study in other countries and cultures. Since our work encourages and supports more international students to study in communities across all of B.C., many of our regular and ongoing activities can be considered to support advancing multiculturalism in B.C. The list below highlights some of BCCIE's regular activities during 2012/13 that support multiculturalism:

- Enhanced the British Columbia Study Abroad Consortium — a virtual consortium of post-secondary study abroad providers designed to encourage more B.C. students to study in other countries and more and smaller institutions to become engaged in this activity.
- Supported the B.C. government's IE Strategy, launched in May of 2012 — worked to increase number of international students who chose to study in B.C. as well as supported those international students to study in different communities across B.C.
- Organized and hosted speaker series — coordinated ambassadors to speak about topics related to IE.
- Acted as liaison with Foreign Consular — regular outreach to consular corps in support of outreach to the communities they represent.
- Organized and hosted professional development events, conferences, and roundtables — many directly supportive of the goals of multiculturalism and advancing internationalization. Summer Seminar, BCCIE's annual conference, had a theme of Global Pursuits, Local Endeavours, and was very supportive of multicultural engagement.
- Supported both incoming and outgoing delegations. In fiscal 2012/13, BCCIE led two outgoing delegations to China and led or coordinated four major incoming delegations on missions and familiarization tours in B.C. from Vietnam, China and two were from India.

British Columbia Innovation Council

MANDATE

The British Columbia Innovation Council (BCIC) encourages the development and application of advanced or innovative technologies to meet the needs of industry in BC. We accelerate technology commercialization by supporting startups and developing entrepreneurs. With our partners, BCIC delivers programs and initiatives that promote company growth, resulting in jobs, increased revenue and economic development in B.C.

VISION

Making British Columbia a great place for technology entrepreneurs.

MISSION

BCIC accelerates the commercialization of technology by supporting startups and the development of entrepreneurs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs to technology entrepreneurs and graduate students of all ethnicities, cultures and orientation. BCIC's partners in industry and academia uphold the same principles — that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in BCIC-supported education and entrepreneurial training programs that benefit their startup companies.

BCIC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

MULTICULTURALISM POLICY

BCIC management supports and respect multiculturalism in the workplace. Recruitment and hiring is based on qualifications, skills and training of all candidates. Our team reflects B.C.'s multicultural and diverse population. Approximately 45 per cent of BCIC's staff are of different ethnic and cultural origins, and collectively, are fluent in five languages.

BCIC's Social Committee has a mandate to create fun and engaging activities and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. BCIC staff are also encouraged to initiate opportunities for all staff to give back to our community and benefit others of varying economic, social and cultural backgrounds.

I live multiculturalism by...

Living curiously,
and not critically.

HIGHLIGHTS OF INITIATIVES

All BCIC programs are created to benefit B.C.-based technology startups and entrepreneurs of all ethnicities and cultures. A number of 2012/2013 initiatives fostered multiculturalism.

- BCIC regularly hosts international delegations seeking information about British Columbia's approach to accelerating technology commercialization. In 2012, BCIC provided presentations to a visiting group of 60 students and professors from Korea University's Graduate School of Management Technology and a delegation from the Sichuan Provincial Science and Technology Association.

- BCIC was the provincial ambassador for the 2012 Startup Canada Campaign, a nationwide tour to celebrate and inspire entrepreneurship. Dean Prelazzi, Managing Director of the BCIC Acceleration Network, chaired the Startup Canada BC Steering Committee. Working with more than 20 partners including industry associations, support organizations and entrepreneurs, the BC Steering Committee organized events in seven British Columbia communities over a two-week period in September 2012. The BC events drew more than 1,800 people from sectors ranging from agri-tourism to tech, with cultural backgrounds spanning immigrant entrepreneurs to First Nations communities. Two BC Startup Canada events had a focus on multiculturalism and immigration.
    - "Exploring the Impact of Immigrant Entrepreneurship", held in Vancouver, was co-hosted by the Indus Entrepreneurs (TiE) Vancouver, a non-profit networking organization that originated with Silicon Valley entrepreneurs with roots in India, and S.U.C.C.E.S.S., the leading immigrant settlement integration service in Vancouver. This highly successful session was the only event on the Startup Canada tour to focus on immigrant small business and entrepreneurship.
    - A Leadership Forum at Tsleil-Waututh in North Vancouver was successful in bringing together highly innovative Aboriginal entrepreneurs to share information about entrepreneurship and related opportunities and challenges for Aboriginal economic development.
- BCIC took part in UBC's Global Academics Internship (GAIP) program by employing an intern from Brazil in 2012. Pedro Maranhão, a Business Administration student from Rio de Janeiro, was part of the BCIC Marketing team for six weeks. Part of his work included conducting analysis that contributed to BCIC's strategic plan. While Pedro gained valuable personal and professional experience, his presence also added diversity in the day-to-day work of the BCIC team.

BCIC provides financial support to the eight member councils of the British Columbia Regional Science and Technology Network. Each of the councils works closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities.

BCIC provided funding to the Science Fair Foundation BC to administer the Innovation Exploration and Young Innovator Scholarships programs in 2012. Innovation Exploration is a multi-day program for B.C. Regional Science Fair winners who go on to represent B.C. and the Yukon at the Canada-Wide Science Fair. This multi-day program is a unique opportunity to explore science and technology post-secondary and career possibilities. In 2012, approximately 22 per cent of Innovation Exploration participants were visible minorities. The Young Innovator Scholarships are awarded to Grade 11 and 12 student winners of their school science fair, regional science or school idea mash-up event and are intended to support post-secondary education and future careers in science, technology and business entrepreneurship. This past year, approximately 37 per cent of recipients were visible minorities.

Internally, BCIC's Social Committee organized two separate all-staff events to learn more about and celebrate different cultures. These included a dim sum lunch in honour of Chinese New Year and an Italian-themed dinner.

Pedro's Perspective

(Pedro Maranhão is a Business Administration student from Brazil who took part in a six-week internship at BCIC in 2012 through UBC's Global Academics Internship Program — GAIP. He shares his thoughts on this experience.)

I was looking for cities where I could have a diversity of cultures and backgrounds, and my options were Canada or Europe. When a friend in Brazil that had been living in Vancouver for four months told me about The University of British Columbia, I thought that it could be a good option. When I read about the Global Academic Internship Program, which would combine business classes with an academic internship, I was sure about my decision to come to Canada.

The internship was a unique opportunity for learning and professional development. Being inside of a genuine Canadian company, sharing experiences, thoughts and the daily routine gave me immeasurable know-how that will be useful for my professional and personal life in the future.

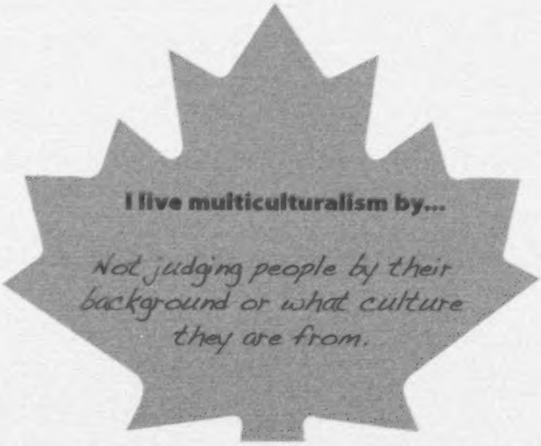
I got a position in the Marketing department of a company called BC Innovation Council, a crown agency of the province of British Columbia that aims to encourage the development and application of advanced or innovative technologies by supporting startups and developing entrepreneurs. During my experience I worked with a Marketing Manager but also with other managers in other projects, and with the CEO as well. As I had a degree in Administration and also a background in business analysis, the CEO of the company requested that I do some analysis to help him with the strategic plan of the company for the next year. The CEO used my presentation in the board meeting and in his meeting with the Minister of Advanced Education, Innovation and Technology. In the end, I feel good to have made some difference.

My experiences in the GAIP program and with BCIC will help me to better handle the cultural differences in the workplace, no matter what city I am in.

British Columbia Investment Management Corporation

MANDATE

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the B.C. Public Sector Pension Plans Act, with a mandate to provide investment management services to the B.C. public sector pension plans, Provincial Government, public sector entities and other publicly administered trust funds of the Province.



I live multiculturalism by...

Not judging people by their background or what culture they are from.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The approved Business Plan requires bcIMC to align our skills base and operations to support the demands of actively managing a global investment portfolio. Specific attention is given to building the skills necessary to support the global investment process and active management strategies. As a result, bcIMC's staff component is representative of the global community.

HOW DO YOU EMBRACE MULTICULTURALISM IN YOUR WORKPLACE?

In support of our commitment to multiculturalism we continue to support an employee-run Chinese culture group. The mandate of this group is to educate all staff about China and to celebrate Chinese events. Other programs in support of this commitment include academic partnerships with B.C.-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which they will be doing business and/or the native language of the employee. We have approximately twenty different languages spoken by employees at bcIMC, including Cantonese, Mandarin, Punjabi, Filipino, Arabic, French and Italian.

HIGHLIGHTS OF INITIATIVES

Regularly scheduled on site informational sessions are provided to staff on a variety of relevant multicultural topics. Recent noon hour learning sessions included bcIMC employees presenting information about their volunteer work in foreign countries, such as Thailand and Indonesia, as well as employee travel and culture information on countries such as Burma, China and Italy. bcIMC also hosted learning sessions on Eastern medicine and Chinese art and culture. Employees were given the opportunity to have lessons in Chinese watercolour and ink art and attend a tai chi class.

BC Liquor Distribution Branch

MANDATE

Under the authority of the Liquor Distribution Act and in accordance with the *Importation of Intoxicating Liquors Act* (Canada), the BC Liquor Distribution Branch (LDB) has the "sole right to purchase both in and out of B.C., liquor for resale and reuse in B.C." The LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol across the province through:

- » 195 BC Liquor Stores (government managed and operated liquor stores);
- » Two distribution centres;
- » Two wholesale centres; and
- » Head Office.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Located in urban and rural communities throughout B.C., the LDB is in a unique position to demonstrate its commitment to multiculturalism to the 692,000 customers who visit its stores each week.

I live multiculturalism by...
Treating everyone with respect.

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the Executive Directors of Human Resources and Retail Services. Both of these executive level roles are responsible for ensuring that multiculturalism is reflected in their operational areas.

The LDB's *Respect Matters* initiative is designed to further build our respectful workplace. Launched in 2010, *Respect Matters* reiterates and reinforces that discrimination, harassment and bullying are not behaviours tolerated in our workplace. *Respect Matters* training reinforces the LDB's long term goal to be a safe and welcoming workplace for anyone who enters our doors. There are two components to this training initiative. The first is a half-day employee session and the second is a full day session for managers/supervisors. To date, over 2,840 employees have received *Respect Matters* training.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

At the LDB, multiculturalism is reflected in all operational areas from Retail Operations' numerous in-store multicultural celebrations, events and promotions to Human Resources' recruitment, hiring, outreach and training programs.

HIGHLIGHTS OF INITIATIVES

CUSTOMER AWARENESS

- Enhance cultural experience through the pairing of beverage alcohol with food.
  - Source beverage alcohol products for BC Liquor Stores from 63 international suppliers; featuring wines from 20 countries; spirits from 39; and beers from 30; all of these products reflect the diverse beverage alcohol needs of British Columbia's multicultural population.
  - In addition to food and wine pairings and recipes reflecting cultures from around the world, features in *TASTE* magazine included the cuisines of Spain and France.
  - In-store displays featured multiple supplier displays of product from Argentina, Australia, California, France, Germany, Italy, and South Africa.
- Host numerous multicultural food and wine pairing in-store customer event.
- Support various cultural celebrations with in-store signage, website, displays and special events that are recognized in select BC Liquor Stores including: Hanukkah (20 stores); Chinese New Year (40 stores). In addition, *TASTE*, the LDB's complimentary in-store magazine, published several features reflecting British Columbia's diverse multicultural population. In 2012/13, features highlighted Scotland's Robbie Burns and Chinese New Year. *TASTE* is distributed in all of the LDB's 195 BC Liquor Stores located throughout British Columbia and has over a half a million readers.

British Columbia Lottery Corporation

MANDATE

On behalf of the Government of British Columbia, British Columbia Lottery Corporation (BCLC) is mandated to conduct, manage and operate:

- Lottery gambling, including the marketing of provincial and nationwide lottery games with other Canadian provinces;
- Casino gambling;
- Commercial bingo gambling; and
- Online gambling.

I live multiculturalism by...

By accepting people as they are.

Our performance management framework includes four goals:

1. Build public trust and support for BCLC gambling;
2. Create a player-centric company;
3. Invest in infrastructure and technology to drive innovation that enables our growth; and
4. Have a workforce passionately driving the success of our business.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our Standards of Ethical Business Conduct, Corporate Social Responsibility (CSR) Charter and corporate policies, all of which embody our values of social responsibility, integrity and respect.

SUPPORTING THE GOALS OF MULTICULTURALISM

In addition to BCLC's values of social responsibility, integrity and respect, BCLC's CSR Charter formalizes our commitment to support the communities that we live and work in, and to make BCLC a great place to work through respect, empowerment and teamwork.

BCLC operates with the fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.

PROMOTING MULTICULTURALISM

We have a comprehensive corporate policy addressing harassment and demonstrating a commitment to ensuring a positive work environment for all employees regardless of ethnicity, ancestry or place of origin. This is incorporated into our Standards of Ethical Business Conduct which is reviewed and signed off each year by all employees.

Our Ethical Business Conduct embeds our core values of:

- Integrity: The games we offer and the ways we conduct business are fair, honest and trustworthy.
- Social Responsibility: Everything we do is done with consideration of its impact on and for the people and communities of British Columbia.

- Respect: We value and respect our players, service providers and each other.

We want to make it a great place to work through passionate teamwork, by supporting and rewarding colleagues and peers and by helping to realize personal success and growth.

HIGHLIGHTS OF INITIATIVES

BCLC implemented mandatory Respectful Workplace Matters training for employees in June 2012. We have formalized our commitment to support B.C. communities, and make BCLC a great place to work, in our CSR Charter, Playing it Right.

Our lottery retailer certification paper exams are provided in English, Korean, and Chinese. GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.

Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

BCLC offers multilingual training in the Lottery Certification eLearning course, in English, Punjabi, Chinese and Korean. In addition, BCLC is committed to creating accessible information about responsible gambling with brochures currently printed in:

- English;
- Chinese;
- Punjabi;
- Vietnamese;
- Korean;
- Tagalog; and
- French.

British Columbia Securities Commission

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial Securities Act. The mission of the Commission is to protect and promote the public interest by fostering:

- A securities market that is fair and efficient and warrants public confidence; and
- A dynamic and competitive securities industry that provides investment opportunities and access to capital.

I live multiculturalism by...

Learning different languages and traditions.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We welcome and value diversity in the workplace. Employees of the commission speak over 25 different languages and more than 35 per cent of employees are from visible minorities. We translate publications and multi-media presentations into Chinese and Punjabi to provide information to community based groups on investment fraud awareness and financial literacy.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

We are an employment equity employer. Human Resources staff are trained on discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interpersonal conflict among employees of all backgrounds.

Our Human Resource policies include a Discrimination and Harassment prevention policy. We provide discrimination & harassment prevention training to all employees on an on-going basis.

HIGHLIGHTS OF INITIATIVES

In fiscal 2013, the BC Securities Commission continued with the second year of its Be Fraud Aware campaign – a three-year television, radio and print campaign to educate and warn British Columbians about the dangers of investment fraud. The campaign, which was launched in October 2011 with a focus on the Chinese and South Asian communities, continued to promote awareness in these ethnic communities but included advertising to a more mainstream audience.

We won an international award for our multi-lingual public awareness campaign. The International Business Communicators' (IABC) Gold Quill Award shows that our TV, radio, and print ads, videos and multi-language website for BC's Chinese and South Asian communities met the highest standard of excellence in 2011/12.

IABC stresses the need for communications that deliver proven business results and that's what the Be Fraud Aware campaign has been doing. The campaign exceeded all its targets for awareness, memorability, relevance, and information value.

BCSC staff continue to have success with their outreach work into these and other ethnic communities through our seminar program and organized sessions with various community leaders. The purpose of the seminars is to promote and raise awareness of the BCSC, investment fraud and education, as well as how to report fraud. The sessions are generally about an hour with a Q&A session that promotes a lively discussion. We also hand out investor education materials such as brochures or pamphlets during these sessions. Whenever possible, we translate our print, audio and video materials. For example, we have brochures and videos in Chinese and Punjabi as well as other languages.

On February 28, 2013, we delivered an evening talk to about 200 members of the Ismaili community in North Vancouver at the Ismaili Centre on Gladwin Drive. It was a particularly important session as there was an alleged fraud involving this community in the last year.

We do similar talks for those in other ethnic communities, as well as meet with community leaders to make them aware of how we can help their communities in cases of investment fraud. For example, the BCSC facilitated a presentation on February 24, 2013 to leaders of a Sikh temple in Abbotsford.

BCSC staff also participated in a series of multicultural workshops hosted by the City of Surrey, presenting investor education to seniors with Korean, Chinese and South Asian backgrounds.

BC Oil and Gas Commission

MANDATE

The purposes of the BC Oil and Gas Commission (the Commission) include the following:

- To regulate oil and gas activities in British Columbia in a manner that:
    - Provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being;
    - Conserves petroleum and natural gas resources in British Columbia;
    - Ensures safe and efficient practices; and
    - Assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas.
- To provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.
- To encourage the participation of First Nations and aboriginal people in processes affecting them.
- To participate in planning processes.
- To undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

VISION

To be the leading oil and gas regulator in Canada.

MISSION

We regulate oil and gas activities for the benefit of British Columbians.

We achieve this by:

- Protecting public safety;
- Respecting those affected by oil and gas activities;
- Conserving the environment; and
- Supporting resource development.

Through the active engagement of our stakeholders and partners, we provide fair and timely decisions within our regulatory framework.

We support opportunities for employee growth, recognize individual and group contributions, demonstrate accountability at all levels, and instill pride and confidence in our organization. We serve with a passion for excellence.

I live multiculturalism by...

Making friends from all over the world.

VALUES

- Respectful
- Accountable
- Effective
- Efficient
- Responsive
- Transparent

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Commission continues to support the government-wide Multiculturalism Policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The Commission conducted a Diversity and Inclusiveness survey in September, 2012 to capture data that was needed to inform a comprehensive Workforce Plan (WFP). The WFP assists the Commission in identifying the current and future workforce profile and assists in proactively planning for expected and unexpected shifts in business demand and talent supply. The survey helped the Commission gain a better understanding of its employees: their backgrounds, uniqueness, and experiences within the organization with respect to inclusion and discrimination.

The survey gathered basic demographic information such as languages spoken, country of origin, and disability status, for example, as well as experience in the workplace with respectfulness, social inclusion, and discrimination.

Based on results of the Work Engagement Survey, Diversity and Inclusiveness Survey and obligations under the Workers Compensation Act (http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96492_01) and WorksafeBC, the Executive understand the importance of ensuring steps are taken to prevent and minimize inappropriate conduct. To ensure all staff are trained and well supported in this area, a mandatory workshop on respectful workplace training was provided to all-staff. In addition to materials provided to all staff from the respectful workplace training, an updated draft of the anti-bullying and harassment policy and procedure document was distributed.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Commission is committed to a safe, healthy and productive workplace, free from discrimination, harassment, and other forms of harmful behaviour. The organization upholds all legislated obligations and has supplemented government directives by creating health, wellness, safety, and security policies specific to the working environment and corporate culture of the Commission.

The Commission continues to make organizational capacity and employee engagement a strategic priority and offers fair and equitable opportunities to all employees. The annual Work Engagement Survey provides insight into employees' feelings about the degree of respect demonstrated in the Commission's work environment. Highlighting issues or opportunities identified by staff in key reporting areas allows the organization to pinpoint specific areas needing improvement on an annual basis. Creating dialogue and progressively addressing these areas promotes a culture of action and accountability.

Employees refer to the Values of the organization when liaising with all partners, clients, stakeholders, First Nations and peers. The Commission encourages staff to respect the value systems of everyone they come across in their day-to-day activities and celebrate the cultural differences between them.

The Commission has developed a long-term relationship with northeastern B.C. First Nations and continues to interface and build strong ties with First Nations communities in all areas of the province where oil and gas activities take place, or are contemplated.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Most employees of the Commission speak English most frequently at home (95 per cent), of the remaining 5 per cent, eight different languages are spoken at home. At this time the Commission hires interns and co-op students based on vocation and area of study, regardless of ethnicity.

The Commission is currently discussing a strategy to implement a First Nations Liaison program in 2013. This program would see representatives from First Nations communities work in the Commission for a set period of time to familiarize themselves with the regulatory framework, business processes and staff. Increasing First Nations familiarity with the organization will see heightened understanding and communication channels regarding oil and gas activities within their traditional territories.

HIGHLIGHTS OF INITIATIVES

By increasing awareness on a wide range of questions through the Diversity and Inclusiveness Survey, the Commission is now better able to design ways to ensure all initiatives related to multiculturalism are informed by employee perceptions on these key topics. Following up the survey with the respectful workplace training keeps multiculturalism and inclusiveness top-of-mind for the Commission moving forward.

Throughout 2012/13, Commission representatives continued as active members of the provincial negotiating team led by the Ministry of Aboriginal Relations and Reconciliation (MARR) with responsibility for re-negotiating Consultation Agreements with B.C. Treaty 8 First Nations. Commission staff helped complete a new agreement with Halfway River First Nations where they participated in a cultural awareness session put on by Treaty 8 and the northeast provincial cross agency committee. Work continues with partner agencies and First Nations to develop an understanding and establish a working relationship with those affected by Liquefied Natural Gas (LNG) development throughout B.C.

B.C. Pavilion Corporation

MANDATE

To create significant economic and community benefits for the people of British Columbia by developing, marketing and operating iconic world class public convention, sports and entertainment facilities.

I live multiculturalism by...

Celebrating with community events at our agency.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. B.C. Pavilion Corporation (PavCo) continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization.

All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. Our culturally diverse workforce represents a variety of backgrounds including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front Line and Service Desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

The Corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

During 2012/13, employee numbers remained constant, and most new hires were for event-based positions. Corporate and supplier staff at both facilities represent the diverse Canadian society and communities we serve. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a Service Excellence training session. This includes a component focusing on Respect, one of our core organizational Values, and our service standard on treating employees and guests with consideration, dignity and respect. During 2012/13, staff numbers remained stable and the majority of new staff members continue to come from diversified backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by our team. We currently have staff who speak 23 different languages.

BC Place continues to focus on creating amazing guest experiences and workplace diversity and multiculturalism practices play an important role in supporting that goal. During 2012/13, all employees participated in a Respectful Workplace seminar that emphasized mutual respect, mutual responsibility and communication skills. All new employees also participate in orientation, which includes a component on respect and emphasis on our organizational values: innovation, integrity, respect and teamwork. The Human Resources team is well attuned to diversity and multicultural sensitivity, and able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements are placed in ethnic newspapers and public places where there is a high population of multicultural and diverse individuals, such as Vancouver Community College. We continue to make recruitment connections through organizations such as YMCA of Greater Vancouver, neighbourhood houses and BC Job Fair 2013.

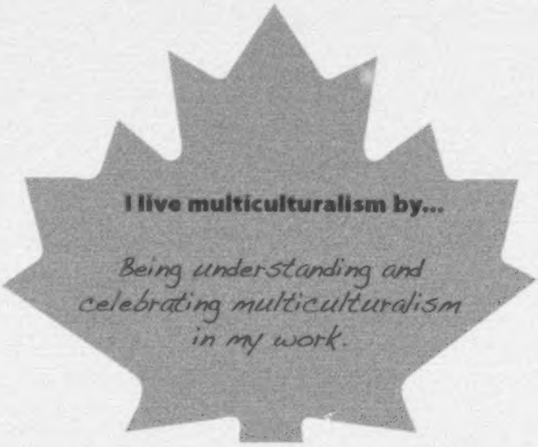
PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2012/13, events included:

- Vancouver Muslim Community Centre — Friday Prayer;
- National Aboriginal Celebration Day 2012;
- FLK — Taoist Tai Chi International Awareness Day;
- Mexico Fest 2012;
- AANDC 2012 First Nation Operators Conference;
- 101st National Day of the Republic of China Reception;
- Vancouver Muslim Community Centre— Eid Al-Adha Prayer;
- 2012 Canada-China Investment Summit;
- Miss Chinese Vancouver Pageant 2012; and
- Year of the Snake Expo.

BC Public Service Agency

MANDATE

The BC Public Service Agency (the Agency) provides human resource programs and services that meet the goals identified in the Corporate Human Resource Plan, Being the Best.



I live multiculturalism by...

Being understanding and celebrating multiculturalism in my work.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Being the Best 2012 highlights a corporate diversity strategy, Reflecting Our Communities, which will ensure the BC Public Service reflects the diverse communities it serves.

To support the strategy, the Agency launched a new e-Learning course, Diversity in the BC Public Service. We strongly believe that this course helps us work towards our goal of valuing the cultural, geographic, social, experiential, generational and other differences within our province and reflecting those differences in our workforce and in our work. The new e-Learning course was identified as required training for all staff in the Agency, and we also committed in our workforce plan that Agency staff would complete this training by March 31.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment and where all employees are treated with respect and dignity. This overarching commitment is reflected in the design and orientation, human resource policies and training to ensure that diversity is welcomed in the workplace.

The BC Public Service Agency embraces multiculturalism in the workplace by:

- Moving forward on an Employment Systems Review to ensure programs and services are accessible to all stakeholders including multicultural considerations.
- Ongoing development of more targeted recruitment and marketing campaigns for the BC Public Service to reach a broader candidate pool that is inclusive of all diversity groups.
- Continued support for the highly successful Aboriginal Youth Internship Program, now in its sixth year.
- Implementation of the Aboriginal Relations Behavioural Competencies to provide a roadmap for the BC Public Service to evaluate behaviour and make the changes necessary to better serve Aboriginal people.

HIGHLIGHTS OF INITIATIVES

In 2012/13, the BC Public Service Agency launched a new e-Learning course, Diversity in the BC Public Service to support the corporate diversity strategy, Reflecting Our Communities. The new course addresses what diversity is, how to recognize and interact with diversity within the BC Public Service, and the importance of understanding diversity within the context of serving the citizens of British Columbia. Because this was such an important offering, the Agency identified it as required training for its entire staff. As of May 28th this year 797 BC Public Service employees have completed the diversity course, with an additional 259 "enrolled". Of those who've completed the course 257 are Agency employees (about 60 per cent of the Agency workforce). A number of Agency staff were also engaged in a diversity assessment to facilitate discussion and observations on how they can increase awareness and promote multiculturalism in the workplace.

The Agency participated in cross-jurisdictional learning opportunities to gain diverse perspectives on human resource management and promote the BC Public Service values abroad. For instance, in August 2012 the Agency hosted a group of public servants from Australia, and hosted a delegation of senior human resource officials from China in November. The Chinese delegation received presentations from various Agency lines of business, with presentation content and subsequent questions and answers conducted through an interpreter. Many of the questions focused on cultural nuances in an employer-employee relationship with particular emphasis on hiring practices.

Respect in the workplace is the foundation of the Agency's culture, and new resources were launched on MyHR to support BC Public Service employees in building respectful workplaces. To enhance working relationships in the BC Public Service, the Agency offers performance coaching services which focus on supportive and powerful conversations that meaningfully engage employees and supervisors. The Agency also carried out research and training on a Cultural Orientations Framework to strengthen its ability to coach across cultures. Team coaching options promote diversity and inclusion, while individual coaching deals with issues of diversity directly, enhancing retention.

The Agency is making progress on the Employment Systems Review to make programs and services accessible to all stakeholders including multicultural considerations where appropriate. New corporate learning resources are being designed through a diversity lens with consideration given to representation of designated groups. This will ensure in practical terms that course content, design and methodology invites and captures as many audiences as possible. By exploring innovative approaches to accommodate different learning styles and other preferences when delivering learning in the BC Public Service, a focus on scenario-based content will ensure that subjects selected relate to as wide an audience as possible.

The Agency continues to develop more targeted recruitment and marketing campaigns for the BC Public Service through a marketing outreach partner, maximizing outreach on all external posted job opportunities to reach a broader candidate pool that is inclusive of all diversity groups. The goal is to generate an applicant flow of diverse candidates through a proactive recruitment network that is not accessible through traditional recruitment methods. Aligned with this goal, the BC Public Service Employment Opportunities website is enabled with assistive technology to allow visually impaired candidates to use it. There is also a webpage dedicated to help candidates obtain assistance should they require accommodation to compete effectively for a position. New functionality on the Employment Opportunities website allows for the inclusion of diversity questions which will be a part of all applicant profiles. This will ensure hiring practice, process and tools are inclusive.

In addition, the BC Public Service Agency continues to embrace the diversity and distinctiveness of British Columbia's Aboriginal population. Support for the highly successful Aboriginal Youth Internship Program has led to many successes since it was first established six years ago, and implementation of Aboriginal Relations Behavioural Competencies came from listening to what Aboriginal people in British Columbia said works for them. The 17 competencies support everyone who works in the BC Public Service and who live on the traditional territories of Aboriginal people across the province. Thanks to the ongoing commitment to a New Relationship between the provincial government and Aboriginal people, change is underway.

Additionally, a new eLearning resource designed by the Learning Centre was released in March 2013 to support building cultural awareness in the BC Public Service. Building Capacity in Aboriginal Relations: We're All Here to Stay is the product of over a year of close consultation and partnership with internal and external subject matter experts, Aboriginal elders, and Learning Centre developers. The first resource of its kind for the BC Public Service and the course addresses four core Aboriginal relations competencies:

» Self-discovery and awareness;
» Sustained learning development;
» Cultural agility; and
» Change leadership.

In order to present correct and authentic content in a way that would be respectful of Aboriginal and First Nations people course developers immersed themselves in key Aboriginal relations events such as the recent Truth and Reconciliation Commission hearings, participated in Aboriginal-led training programs, reviewed Aboriginal-recommended educational and reference materials, and visited a First Nations Reserve.

This resource will help to build the capacity of employees to work respectfully, knowledgeably, and effectively with First Nations and Aboriginal communities, organizations and people in B.C.

BC Transit

MANDATE

BC Transit is the provincial Crown agency responsible for coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems — either directly or indirectly — in partnership with local government throughout the province.

I live multiculturalism by...
Making people feel welcome.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Senior Leadership Team is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors is committed to Equal Opportunity initiatives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

» ***Human Rights***: committed to upholding the principles enshrined in the B.C. Human Rights Code.

» ***Multiculturalism Policy:*** consideration of the impact on a diverse community when designing new services, methods of service delivery, and programs.

» ***Recruitment and Selection:***
  - Policies committed to the attraction and retention of a committed and competent workforce, and to the principles of equal opportunity; and
  - Hiring process for Transit Operators includes interview questions that assess awareness and the needs of persons with disabilities.

» ***Training:*** BC Transit delivered respectful Workshop training sessions to employees in the past year.

» ***Code of Conduct:*** an employee-initiated statement of expectations about respectful interaction with volunteer facilitators trained to help resolve differences.

» In the past year BC Transit has partnered with the Cowichan Tribes to deliver an on-site career fair targeting the Cowichan Tribes chronically high levels of unemployment

HIGHLIGHTS OF INITIATIVES

» Cowichan Tribes approached BC Transit and asked for our assistance in helping them provide an overview of career opportunities available. As the largest Tribe in British Columbia, Cowichan Tribe management were faced with very high unemployment levels among their members,

» As a result of consultation with Tribe management BC Transit planned and delivered a dedicated career day for Cowichan tribe members.

» As a result of this initiative, two members of the tribe have successfully competed and gained employment with BC Transit as Transit Operators.

» Strategic sponsorship of community events to reach a diverse population, including Canada Day parades across the province.

» In the past year BC Transit introduced the practice of verbally announcing bus stops to accommodate site challenged individuals.

Columbia Basin Trust

MANDATE

The mandate of Columbia Basin Trust (CBT) is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region served by CBT (the Columbia Basin) is defined in the *Columbia Basin Trust Act*. CBT's mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

I live multiculturalism by...

Meeting new people and respecting their beliefs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of CBT's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide CBT in how it works in the Basin and how the Board of Directors and staff work with one another.

MULTICULTURALISM POLICY

CBT has a Code of Conduct policy for its staff that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under its whistleblower policy. CBT staff sign a declaration of their understanding and acceptance of the Code of Conduct annually.

CBT supports communities in identifying and achieving their priorities. When communities identify multicultural projects as their priority, CBT is able to consider providing support.

HIGHLIGHTS OF INITIATIVES

CBT is a partner in the Waneta Expansion project with Fortis Inc. and Columbia Power Corporation. This hydroelectric dam expansion has equity hiring provisions and from January 1 to December 31, 2013, 5 per cent of employees were of aboriginal ancestry.

CBT committed $1 million to assist the Nature Conservancy of Canada to acquire District Lot 48, the last remaining private parcel in a complex of protected areas and crown land on the east side of Columbia Lake. This area has significant cultural importance to the Ktunaxa Nation and plays a pivotal role in their creation story.

Some of the community projects supported by CBT in 2012/13 with a multicultural focus included:

» Funding the Gathering Voices of Our Elders Celebration in Castlegar to celebrate the work of the Truth and Reconciliation Project;

» Funding the Ktunaxa Nation Council for the fourth annual sturgeon release in Creston;

» Funding the BC Métis Women Healing and Community Development Project;

» Funding support for various National Aboriginal Day celebrations throughout the Basin; and

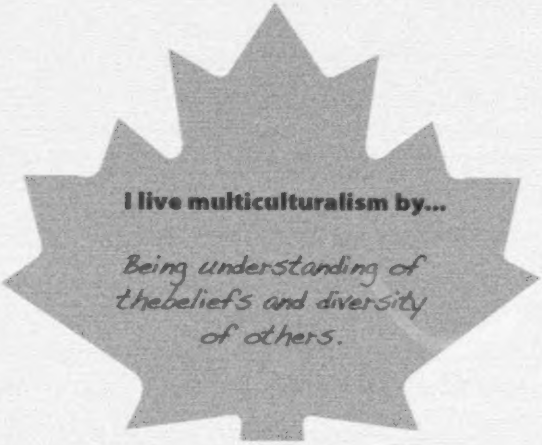
» Funding the Kootenay Doukhobor Heritage Society for the restoration of heritage buildings at the Doukhobor Village Museum in Castlegar.

Columbia Power Corporation

MANDATE

The mandate of Columbia Power Corporation (Columbia Power) is to efficiently develop and operate commercially-viable power projects; make environmentally sound and safe power project investments; act as the manager of power project joint ventures with Columbia Basin Trust; manage construction of the Waneta Expansion Project and plan for the future of the Corporation.

Columbia Power's vision is to be a respected, continually improving company that maximizes shareholder value by developing and operating commercial power projects in a socially and environmentally responsive manner, while achieving the development objectives of the Province and the Columbia Basin.



I live multiculturalism by...

Being understanding of thebeliefs and diversity of others.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Columbia Power believes that in order to plan and develop successful projects within communities it is important to create effective partnerships between business, government, community service groups and individuals. We have a diverse, multicultural population in our Columbia Basin communities and we work hard to respect these diversities and acknowledge the commitment and dedication the multicultural groups bring to the richness and success of the Region. Columbia Power is an equal opportunity employer.

MULTICULTURALISM POLICY

FIRST NATIONS

Columbia Power is committed to including and working with First Nations in developing and working on their power projects. This includes First Nations participation on the current Columbia Power project, the Waneta Expansion Project. Beginning in 2008, Columbia Power concluded formal agreements with the Ktunaxa Nation Council and Okanagan Nation Alliance, First Nations governments whose territories include the Waneta Expansion Project area. These agreements support participation by First Nations workers and contractors and as well as efforts to build cultural awareness and the inclusion of First Nations in Project committees and technical working groups.

To support participation by First Nations workers and contractors on the Waneta Expansion Project, a First Nations employment liaison is employed by the prime contractor, SNC-Lavalin Inc.

During 2012/13, First Nations workers and apprentices made up 5.3 per cent of the workforce on the Waneta Expansion Project, meeting the Columbia Power overall target for the project of 5 per cent. Visible minorities also participate on Columbia Power projects and during 2012/13 participation by visible minorities on the project averaged 2 per cent.

During 2012/13, as per its First Nations agreement with the Ktunaxa Nation Council for the project, Columbia Power facilitated four multicultural training sessions for its employees, as well as staff from Project partners FortisBC and Columbia Basin Trust; SNC-Lavalin Inc.; subcontractors; and members of the Selkirk College Aboriginal Advisory Committee. As part of the Waneta Expansion Project, Nupqu Development Corporation, owned and operated by the Ktunaxa Nation Council, was contracted to complete the logging and clearing for the Waneta Expansion Transmission Line construction during 2012/13.

Members of the Ktunaxa Nation Council and Okanagan Nation Alliance sit on the Waneta Expansion Project Community Impact Management Committee, a project oversight group that consists of stakeholder and government representatives. The Committee meets monthly, tours the site and discuss any issues that may affect the community or key stakeholders.

A Joint Operational Technical Committee provides the Okanagan Nation Alliance the ability to review and discuss environmental reports and information on monitoring activities carried out by Columbia Power at the Waneta Expansion Project.

Along with supporting the involvement of First Nations on our current power project, Columbia Power staff continued to liaise with First Nations representatives and actively participate in a number of First Nations' organized activities.

Finally, as part of the development of its Strategic Plan 2012-2017 Columbia Power undertook a community and stakeholder consultation program. The program included a formal presentation to First Nations in the early part of 2013, as a follows up to the participation by First Nations in informal introductory discussions in 2011.

Columbia Power was a sponsor of the Okanagan Nation Alliance's Unity Run in 2012. Pictured are youth participants from the Okanagan Nation, along with Selkirk College President, Angus Graeme.

Employees of the Nupqu Development Corporation, a Ktunaxa Nation owned business, work on logging and clearing the Waneta Expansion Project Transmission Line route during the winter of 2012/13.

MULTICULTURAL SUPPORT

In keeping with its commitment to translate power project investments into benefits for local communities, Columbia Power has a dedicated sponsorship funding program to support a variety of activities including business development, bursaries for youth education and training and cultural events in the Columbia Basin.

HIGHLIGHTS OF INITIATIVES

» First Nations and equity employment initiatives at Waneta Expansion Project.

» Representation from the Ktunaxa Nation and Okanagan Nation on Waneta Expansion Community Impact Management Committee.

» Columbia Power Corporation representation on the Aboriginal Advisory Board for Selkirk College.

» Sponsorship of the following multicultural groups and events (2012–13):
  - ***Action Society for Aboriginal Peoples*** — Elders' Feast in Castlegar;
  - ***Ki Low Na Friendship Society*** — Annual Aboriginal Youth Career Fair in Kelowna;
  - ***Kootenay Aboriginal Business Development Agency*** — Aboriginal Entrepreneur Networking Conference in Cranbrook;

- ***Lower Columbia All First Nations*** — Aboriginal Day Celebrations in Castlegar;
- ***Okanagan Nation Alliance*** — Unity Run in the Columbia Basin;
- ***Ktunaxa Nation Council*** — Annual Golf Tournament Fundraiser in Cranbrook;
- ***Action Society for Aboriginal Peoples*** — Gala opening of Selkirk College's Gathering Place;
- ***Blueberry Creek Community School*** — Aboriginal Arts Camp in Castlegar;
- ***Ktunaxa Aqamnik Education Centre Library*** — Supplies and materials for a new library in Cranbrook;
- ***Ktunaxa Nation Council*** — 2nd Annual Columbia River Salmon Festival in Invermere;
- ***Okanagan Nation Alliance*** — Annual Salmon Festival at Okanagan Falls Provincial Park;
- ***Ktunaxa Nation Council*** — 2012 Sturgeon Release in Creston;
- ***Little Talking Feet Council*** — Aboriginal children's conference in Nelson;
- ***Lower Columbia All First Nations*** — Stepping Stones to a Healthy Community Program in Castlegar; and
- ***Lower Kootenay Band*** — Yakan Nukiy Pow Wow in Creston.

During the week of September 10, 2012, three members of the Ktunaxa Nation took part in a five day construction career exploration at the Waneta Expansion Project. Participants completed a full day of safety orientation training before working for three days in the carpenters' shop and one day at the powerhouse site.

Community Living British Columbia

MANDATE

Community Living British Columbia (CLBC) embraces our province's rich tradition of multiculturalism. Home to more than 4 million people, British Columbia welcomes nearly 40,000 new immigrants every year.

Our province's rich diversity provides a wealth of opportunities to strengthen our global economic competitiveness while fostering a society with no impediments to the full and free participation of all.

I live multiculturalism by...

Proactively learning about
history, religion, and cultures
from around
the world.

The Community Living Authority Act sets out CLBC's mandate and provides our legal basis to operate as a Crown Corporation. To achieve this mandate, CLBC:

- Directs operations and develops associated policy;
- Manages funds and services; and
- Ensures quality assurance standards are met.

We are accountable to the BC Legislature through the Minister of Social Development. Among other things, the Minister is responsible for:

- Funding;
- Setting provincial standards and policies; and
- Monitoring CLBC's performance.

VISION

We are a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities.

MISSION

In partnership with our stakeholders, we facilitate and manage a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Our commitment to multiculturalism has been integrated into our corporate planning and reporting processes. We are committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.

SUMMARY OF CLBC MULTICULTURAL INITIATIVES

CONSULTING INDIVIDUALS AND FAMILIES

In December 2012, we initiated a comprehensive satisfaction survey of individuals receiving services across the province and their families to get their feedback and measure opinions about service delivery. We ensured over 1,200 interviews were the result an independent and randomized selection process to ensure the participation of a wide a variety of backgrounds, cultures and ethnicities. The results are used to identify ways to improve the quality and responsiveness of CLBC supports and service delivery.

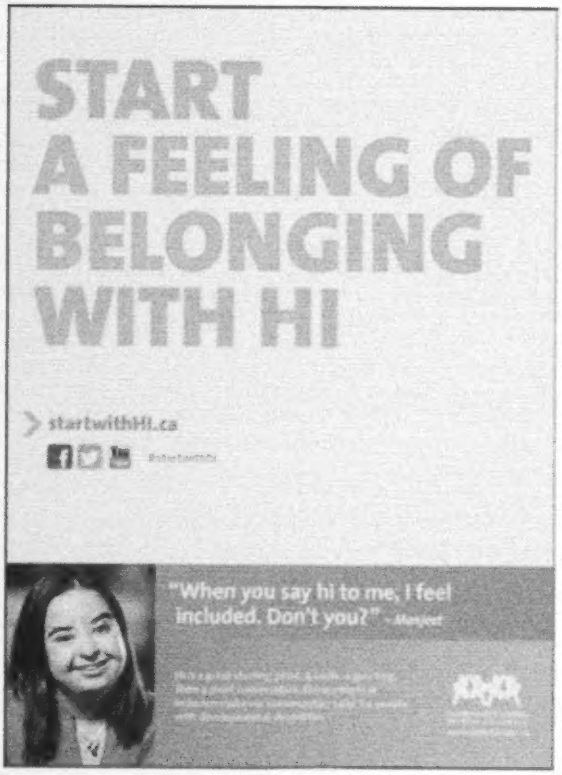
STAFF TRAINING

Internal translators identified last year from within CLBC continue to support preparation of translated publications prior to release as needed. As a result, our current library of publications includes products translated into Simplified and Traditional Chinese, Tagalog, Punjabi, Vietnamese, Hindi, Korean, Farsi, French and Spanish.

An "Our Common Purpose" module remains an important part of our staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with have a background working with diverse groups.

START WITH HI!

As part of Community Living Month celebrations in October 2012, we launched the second phase of its popular *Start With Hi* public education campaign to promote awareness that all British Columbians have a role to play in helping people with developmental disabilities feel safer and more welcome in their communities.


START A FEELING OF BELONGING WITH HI
startwithHI.ca
"When you say hi to me, I feel included. Don't you?" - Manjeet

This year, 11 self advocates of different backgrounds were the faces of the *Start with Hi* campaign. Posters with their images have been distributed throughout the province and online to over 3,400 Facebook fans from across the globe.

SOCIAL MEDIA

We have maintained four unique Facebook sites – including *Start With Hi* - to help reach diverse audiences and keep them updated on new initiatives, community events and program opportunities. These four sites have over 4,000 fans from a wide range of communities and backgrounds and more than 700 followers on Twitter.

INCLUDE ME!

In addition to our annual satisfaction survey, over 860 people we serve and their families participated in CLBC's *include Me!* initiative that is measuring quality of life outcomes in the areas of independence, social participation and well-being.

The goal is to inform our decision-making and help service providers improve the quality of life of the individuals they support. This year, we have expanded the initiative by:

» Confirming plans to translate some program materials into 10 languages in 2013–14; and

» Caking interpreter services available to individuals who completed the survey.

include me!
let's talk about quality of life

SPECIAL ADVISORS

We have continued to employ special advisors to help facilitate direct and ongoing communication with families and self-advocates from across the province and from many diverse cultural backgrounds.

A Family Partnership Advisor and Self-Advocate Advisory join CLBC'S Aboriginal Advisor in ensuring that meaningful participation by a diverse representation of adults with developmental disabilities is woven throughout the organization across all regions.

COMMUNITY COUNCILS

CLBC has a network of 13 volunteer Community Councils operating throughout the province, ensuring that self advocates, families, community members and service providers play a major role in achieving our vision of fostering good lives in welcoming communities. Council membership includes people who represent the ethnic and cultural diversity of BC. Councils work collaboratively with diverse community partners to support community inclusion, citizenship and full participation of people with developmental disabilities.

CONCLUSION

In addition to complying with the Multiculturalism Act's requirements for Crown Corporations, Community Living BC's 2012–2013 Multicultural Activities Report highlights our organization's active efforts to promote multiculturalism through a variety of different means, including:

- » Direct engagement with individuals and families we serve;
- » Ongoing staff training and orientation;
- » Translation of CLBC publications;
- » Inclusion of self advocates of different multicultural backgrounds in public awareness and education campaigns; and
- » Appointment of three Special Advisors and 13 Community Councils.

First Peoples' Cultural Council

BACKGROUND

Our cultural heritage and the living expression of our identities are integral to the health of all members of First Nations communities and to the wellbeing of all British Columbians.

The destruction of BC's First Nations languages, arts and cultures began with colonization and government policies to forcibly assimilate First Nations people. These policies are directly related to the troubling health issues many First Nations face today.

I live multiculturalism by...

Respecting and learning from First Nation cultures.

The loss of a language means the loss of thousands of years of cultural nuances, rituals and practices. Each language holds unique philosophies and details about family, community relations, politics, food, health, artistic skills, songs and dance, biology, environment and spirituality.

Language and cultural revitalization play a vital role in healing, education, strong families and healthy communities.

MANDATE

The First Peoples' Cultural Council (FPCC), also known as First Peoples' Heritage, Language and Culture Council, focuses on the following activities:

- Preserves, restores and revitalizes First Nations heritage, language, arts and culture;
- Increases understanding and sharing of First Nations knowledge in B.C.;
- Heightens the appreciation and acceptance of the wealth of cultural diversity;
- Provides funding to B.C. First Nations for arts, cultural and language program; and
- Creates new initiatives, programs, resources and services related to First Nations heritage, language, arts and culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Provides leadership and support to assist BC First Nations communities in realizing their visions for the revitalization of their arts, cultures and languages, so that they may be preserved, accessible, recognized and valued.
- Establishing the First Peoples' Cultural Council as the go-to organization for government, First Nations leadership and public for information, services and advice related to B.C. First Nations arts, culture and language issues.

EMBRACING MULTICULTURALISM

- Strengthen relationships with provincial government and BC First Nations leadership to support revitalization of art, culture and heritage.
- Increase use of technology for recording and preserving cultural and language knowledge.
- Provide leadership at national and international levels by developing best practices in culture and language revitalization.
- Utilize a communications strategy to promote the work of First Peoples' Cultural Council and our First Nations community partners.

HIGHLIGHTS OF INITIATIVES

We are proud of our achievements in the past year. The communities who receive funding through our language and arts programs are producing measurable results, which meet or exceed global standards. Our reputation as the go-to organization for BC First Nations arts, language and culture revitalization continues to attract new partners.

Last fall, we received the Award of Excellence – Cultural Heritage and Diversity category from the provincial Representative for Children and Youth. In early 2013, FPCC Arts Program Manager, Cathi Charles Wherry received a Queen's Diamond Jubilee Medal.

We also embarked on two new partnerships, which will help us reach new and diverse audiences. In June, we were pleased to announce the launch of the Endangered Languages, a new web platform that will facilitate language documentation and revitalization globally. Driven by Google's philanthropic arm, this project represents a groundbreaking partnership between linguists, language advocates and Google itself. FPCC will play a key role in the ongoing oversight and outreach of the project.

In February 2013, we announced a new partnership with the Royal BC Museum to create an exhibition at the museum that will celebrate the value and diversity of BC's First Nations languages. The exhibition, which is an opportunity for British Columbians to learn more about the complexity and beauty of the languages of this land, will launch on February 21, 2014, International Mother Languages Day. This year, First Peoples' Cultural Council also:

- Hosted a delegation of 24 Haida elders to our office to celebrate the success of the Skidegate Haida Immersion Program, which is funded by FPCC.
- Welcomed Haahuupaýak elementary students from the Nuu-chah-nulth territory, who honoured First Peoples' Cultural Council staff with songs and dances that they had learned through funding from FPCC.
- Received $250,000 in new arts funding from the US-based Margaret A. Cargill Foundation for B.C. communities.
- Published two handbooks: a new guide to assist with language planning and policy and an updated grant proposal writing booklet for artists.
- Facilitated the production of 26 language FirstVoices apps, including three new language archives.
- Funded a total of 52 arts programs and 65 language programs in B.C.
- Developed an information card that will provide more information on the First Peoples Arts Map and Aboriginal Arts Developmental Awards.
- Launched a new name (First Peoples' Cultural Council) and website.

Forestry Innovation Investment Ltd.

MANDATE

Forestry Innovation Investment (FII) is the Government of B.C.'s market development agency for forest products. FII works collaboratively with industry trade associations and research institutions to enhance the value of B.C.'s forest resources and strengthen employment throughout the province.

I live multiculturalism by...
Appreciateing differences and respecting others.

FII's mandate, as specified in its *Government's Letter of Expectations*, is to work with the forest industry to develop and diversify markets for B.C. forest products, while promoting B.C. as a world-class supplier of environmentally friendly forest products. Through these efforts, FII helps to strengthen the forest economy and create jobs in B.C. FII's human resources mandate is to:

- Provide equal opportunity employment regardless of race, colour or religion;
- Ensure that all staff treat others in the workplace with respect and dignity; and
- Provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The FII Executive is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and to the cultural and social contexts of the foreign markets where activities are delivered.

FII operates in an international context and the Executive is committed to ensuring all staff in B.C. and in offshore locations, receive the training and support necessary to engage in cross-cultural activities.

EMBRACING MULTICULTURALISM

Three documents are used in support of multiculturalism:

» An Employee's Guide to a Healthy Workplace;
» Standards of Conduct Policy; and
» A Manager's Guide to a Healthy Workplace.

These documents contain information and guidelines in support of the mandate listed above and are distributed with each employee's Policies and Procedures Binder.

FII's head office staff of 17 speak a combined nine languages including English, Japanese, Mandarin, Cantonese, Hindi, Gujarati, German, French, Tagalog, In addition, staff of FII subsidiary companies in China and India speak multiple local languages and regional dialects.

Multicultural understanding is integral to FII's operations and is fostered each year through regular visit to B.C. by international staff and visitors, as well as through annual planning sessions that include local and foreign staff.

HIGHLIGHTS OF INITIATIVES

FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in China has since evolved to be comprised entirely of persons of Chinese ancestry, and its initiatives, including earthquake reconstruction projects in rural Sichuan Province, are all tailored to the cultural needs of the local communities. In 2012, FII established a new operating subsidiary based in Mumbai, India. Staff of FII India are all Indian nationals recruited in Mumbai.

FII has also engaged with industry in delivering reconstruction support in hard-hit areas of Asia. For example, between 2008 and 2012, FII delivered several major reconstruction projects in Sichuan, China, including a primary school, a school for the disabled and an elderly care facility. Following the March 2011 earthquake and tsunami in Japan, the Government of B.C., through FII, provided $2 million towards reconstruction efforts in the disaster area. As with the work in China, projects for tsunami reconstruction in Japan were selected with input from local and regional governments as well as community user groups, and are designed to meet local needs. Two tsunami reconstruction projects have now been completed: the Donguri Anne Public Library in January 2013 and the Yuriage Market in May 2013.

Providing reconstruction support in disaster areas has not only delivered much-needed assistance for stricken communities, it has also contributed greatly to deepening the bonds between the people and communities of British Columbia and our partners in Asia. These new schools and community facilities, which are designed to be focal points for local communities, have also become catalysts for building technical, educational and community exchange with British Columbia. Through this process, the reconstruction efforts are enhancing cross-cultural understanding and mutual respect.

Industry Training Authority

MANDATE

VISION

Highly skilled and productive people making British Columbia's industries prosperous and globally competitive

MISSION

To lead British Columbia's Industry Skills Training and Certification System through collaboration and innovation

ITA is responsible for training and certification in about 100 diverse skilled trades, which account for more than 10 per cent of provincial employment. They encompass many of the skills required to capture emerging opportunities in key economic sectors such as energy, mining, shipbuilding and construction.

ITA oversees, manages and improves the provincial industry training system. It promotes trades training and careers, supports the progression of training participants, certifies individuals with existing skills, and works to align training outcomes with workplace needs. Issuing credentials is the core outcome of ITA's work, and is done based either on successful completion of a training program, or on a formal validation of existing skills.

ITA invests in training services delivered in part through two set of partnerships and collaborates with many other stakeholders. It serves two customer groups:

- Employers and Industry benefit from access to a growing pool of workers with verified skills that align with labour market needs; and
- Training Participants and Challengers (individuals seeking certification based on existing skills) benefit from skill development and/or recognition that facilitates improved employment and advancement opportunities.

ITA is also a key contributor to broader efforts to support employment growth and economic competitiveness for British Columbia as a whole.

ITA's mandate and accountabilities are defined in Part 3 of the *Industry Training Authority Act*, and are elaborated on each year through a Government's Letter of Expectations signed by ITA's board chair and the Minister of Jobs Tourism and Skills Training (www.itabc.ca/corporate-reports/government-letter-expectation).

I live multiculturalism by...

Training managers on inclusion in the workplace.

GOALS AND STRATEGIES

GOAL 1

ITA credentials are valued by a broad range of industries and individuals, and align with the economic needs of the Province. The strategies involved are:

- Continue to promote training participation and sponsorship, in partnership with government and other stakeholders, while using regional workforce tables and other sources of labour market information to align training with opportunity;

- Accelerate the development and implementation of competency-based assessments, providing alternative credentialing pathways of particular value for those with existing skills (including skills acquired outside B.C.); and
- Expand implementation of standard level exams.

GOAL 2

Employment-based apprenticeship is viable, efficient and effective in producing credentialed workers. The strategies involved are:

- Implement enhanced supports for both apprentices and sponsors, most notably in the form of new regionally dispersed apprenticeship coaches;
- Fund pilot development of additional flexible training delivery models (e.g. alternatives to block release scheduling) and explore methods to compress training durations where appropriate;
- Sustain and continue to refine youth strategy with a particular focus on continuation from high school to apprenticeship; and
- Foster stronger employer participation, in partnership with ITOs, and with a focus on registration and recognition of sponsors.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with groups including Aboriginal people and new immigrants. ITA's CEO sits on the Board of Directors, representing ITA, on the Immigrant Employment Council of BC.

EMBODYING MULTICULTURALISM IN ORGANIZATIONAL POLICY

ITA workplace and operating policies and programs foster respect for and accommodation of cultural differences among people of diverse backgrounds.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

ITA's Customer Service team which interacts with apprentices and employer sponsors daily as well as general public inquiries about trades training, speak the following languages:

- Cantonese;
- French;
- Hindi;
- Mandarin;
- Punjabi;
- Romanian;
- Russian;
- Spanish; and
- Ukranian.

HIGHLIGHTS OF INITIATIVES

ITA has partnered with post-secondary institutions, employment agencies, community groups, industry and labour organizations. The programs offered are designed to enable the target groups to explore trades careers, and to develop and certify trades skills. Assistance with essential skills like numeracy and literacy, help covering costs such as child care and transportation, and mentorship and peer support are also available.

In 2012–13, ITA continued to deliver programs for three target groups using funds made available through the Canada-British Columbia Labour Market Agreement. Since 2008/09, these programs have assisted more than 5,300 unemployed or low-skilled people to explore and pursue trades careers.

WOMEN IN TRADES TRAINING

The Opportunity: Only 10 per cent of apprentices are women, and while that's up from 8 per cent in 2009 the female labour force is still being badly under-utilized.

2012/13 Approved Funding: $3.4 million

2012/13 Targeted Participants: 410 people

(http://www.itabc.ca/women-trades/overview)

IMMIGRANTS IN TRADES TRAINING

The Opportunity: New immigrants make up 20 per cent of the Canadian population but only 3–5 per cent of apprentices; many already have valuable trades skills but may face language barriers and other challenges in getting certified.

2012/13 Approved Funding: $1.8 million

2012/13 Targeted Participants: 325 people

(http://www.itabc.ca/immigrants-trades/overview)

ABORIGINAL INITIATIVES

The Opportunity: The Aboriginal population is younger and faster growing than the general population, and many communities are located close to major projects with major trade-skills needs.

2012/13 Approved Funding: $3.8 million

2012/13 Targeted Participants: 494 people

(www.itabc.ca/aboriginal-people-trades/overview)

SUMMARY

It was a milestone year for ITA's Aboriginal Initiatives, with release of a new research report on barriers to Aboriginal trades training and participation, and on successful approaches to overcoming them. This was accompanied by a review of the implementation of ITA's 2009 Aboriginal strategy, and an overview of future directions.

Outreach to immigrant communities was expanded through a series of online and print advertising in targeting media outlets in late 2012/13, appearing in English, Punjabi and Chinese and with an audience reach of more than 1.8 million.

RESOURCES

"Industry Training Authority: Barriers and Successful Approaches to Preparing and Employing Aboriginal Trades People"

http://www.itabc.ca/sites/default/files/docs/info/REPORT-ITA Ab Init Research MNP 2012_v1.pdf

"Aboriginal Participation in Trades and Apprenticeship in B.C.: Three-Year Review and Future Direction"

http://www.itabc.ca/sites/default/files/docs/discover/REPORT-ITA Aboriginal Initiatives Three Year Review and Future Direction.pdf

Insurance Corporation of British Columbia

MANDATE

Insurance Corporation of British Columbia (ICBC) provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government.

ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout British Columbia.

I live multiculturalism by...

Caring for other people.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to supporting diversity and inclusion at ICBC as a way to improve both our employee and customer experience. As our province becomes more diverse, ICBC has the opportunity and responsibility to understand and better respond to the changing needs of our workforce and our customers.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

ICBC has an internal diversity and inclusion strategy in place with the goal of becoming more representative of the communities ICBC serves.

Policies are in place to promote understanding and respect between employees and towards customers of diverse backgrounds.

ICBC has a multicultural customer strategy which is informed by cultural leaders and customers from ethnic communities.

HIGHLIGHTS OF INITIATIVES

All external ICBC job postings are advertised through a wide recruitment network of diversity associations doing outreach on the margins of employment, such as with persons with disabilities and the First Nations community, to generate the maximum number of diverse applicants for job openings.

» Many customer-facing job postings now indicate a second language preference, to ensure local language needs of specific communities are met.

» Communicated internally the results of ICBC's employee diversity survey which showed that 20 per cent of ICBC's workforce is made up of visible minorities. Planning is underway to conduct another workforce survey in 2014.

» Conducted an internal review of ICBC's recruitment and selection practices to remove potential barriers to entry and improve access for diverse candidates. This review showed that Visible Minorities make up 28 per cent of ICBC's new hires, and that ICBC's hiring practices are fair, inclusive and free of systemic barriers.

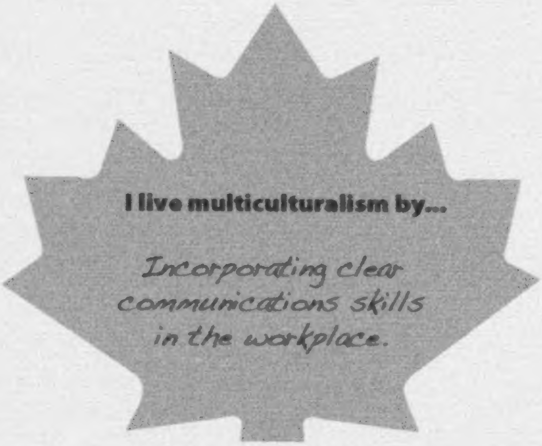
» Real-time translation services are available in over 170 languages for all customers calling in about insurance services or claims. In addition, this service was expanded in July 2012 to include all Driver Licensing Offices.

- Launched a new diversity and inclusion website on our intranet website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and free online diversity training.
- ICBC actively participates in select career fairs which target multicultural populations. .
- ICBC maintains active memberships with multiple associations that support diversity and inclusion including: Pride at work (LGBT), Catalyst (Women and Diversity), Kids and Co (Daycare benefits) and Equitek (job postings with employment agencies focused on diversity).
- Employee communications about cultural celebrations (for example, Lunar New Year).
- Proactive media outreach campaign to build relationships and coverage with multicultural media.
- Ongoing radio, online and print advertisements in Mandarin, Cantonese and Punjabi.
- The driver's licence knowledge test can be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese and French. Improvements were made in 2012 to improve the quality of these language translations. As well, in 2012, oral translations were added for six additional languages.
- BC's driver licensing reciprocity program includes 14 foreign jurisdictions, so more new BC residents can apply for a driver's license without having to be retested. Driver licence reciprocity was added for four countries to allow the motorcycle classification to be added to the BC driver's licence without need of retesting.
- Pre- and post-arrival communications for newcomers to BC in place to help customers better understand how to obtain and/or transfer driver licences and insurance from their country of origin.
- ICBC.com is available in Traditional Chinese, Punjabi and most recently Simplified Chinese.
- An online practice knowledge test for a learner's licence is available in Punjabi.
- In 2012, ICBC distributed information through consular offices and multicultural networks to outline the licence surrender policies for new BC driver's licences with non-reciprocal driver's licences.
- Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.
- ICBC actively works with Autoplan brokers in ethnic communities to better address the needs of their clients.
- Provides access to Road Safety Curriculum materials for First Nation's schools through the First Nations Schools Association.
- Ensures education, awareness and instruction on child passenger safety is made available to First Nations and multicultural communities.
- In partnership with BCAA, developed translations of the Child Passenger Safety Law Card as well as key information about the purchase and use of child passenger restraints. The information is now available in Traditional Chinese, Simplified Chinese, Punjabi, Spanish and Korean.

Knowledge Network Corporation

MANDATE

- Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians.
- Promote lifelong learning in British Columbia by providing quality educational programming.
- Inform and educate British Columbians about their province and about issues that are relevant to them.
- Provide British Columbians with a unique television experience.
- Collaborate with the independent television and web media production sectors in B.C.



I live multiculturalism by...

Incorporating clear communications skills in the workplace.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.

MULTICULTURALISM POLICY

One of five corporate values to inform decision-making is respect; we demonstrate due regard for everyone and strive to reflect diverse points of view.

HIGHLIGHTS OF INITIATIVES

GENERAL HIGHLIGHTS

East Is East: weekly anthology series dedicated to content about life in the rapidly changing Asia Pacific region. Highlights include:

Blood Relative — Mumbai's Forgotten Children: Follows the remarkable story of Indian activist Vinay Shetty, who is fighting to save two children dying from the rare disease Thalassemia Major.

Bombay Railway: A train driver, an illegal hawker and a homeless child in the train station reflect the dreams and struggles of the people of Mumbai.

Education! Education!: China's economic boom and talk of the merits of hard work have created an expectation that to study is to escape poverty. But these days, China's education system does not necessarily lead to job offers.

Giant Buddha: Follows Chinese scientists in their quest to save China's Leshan Giant Buddha (the largest stone sculpture in the world) in Sichuan province

Guge — Lost Kingdom of Tibet: Responsible for the renaissance of Buddhism more than a thousand years ago, this mighty empire had one of the richest cultures of its time.

I.M. Pei — Building China Modern: Follows Pei on his journey to define China's architectural vision.

Indian Hospital Train: A very special train brings medical assistance and hope to people in rural areas of India.

Inside Sumo's Ultimate Clash: Looks at the world of Sumo from Japanese big time to the amateurs in America.

Made in China: A look at six foreign contestants as they prepare for China's most popular TV talent show.

Mysterious Hanging Coffins of China: In the remote hills of southwest China, a team of archaeologists uncover one of the greatest mysteries in all of China – the hanging coffins of the mysterious tribe known as the Bo people.

Secrets of the Tang Treasure Ship: Historians have long speculated that thousands of wooden ships plied a maritime Silk Route from the Middle East to China, but time and the deep ocean have destroyed any evidence until now.

FIRST NATIONS HIGHLIGHTS

A Sorry State: Filmmaker Mitch Miyagawa has the most apologized-to family in Canada, but he questions what apologies mean to his parents, his young children and his country.

Kinngait — Riding Light into the World: The story of how the isolated Inuit community of Cape Dorset became a renowned centre for Inuit art.

Reel Injun: Cree filmmaker Neil Diamond takes an insightful look at the Hollywood Indian, exploring the portrayal of North American natives through a century of cinema.

The Making of a Haida Totem Pole: Follows renowned carver Don Yeomans as he creates a Haida totem pole for Vancouver International Airport.

T'lina — The Rendering of Wealth: Every spring the people of the Kwakwaka'wakw Nation harvest eulachon, a small fish from which they extract t'lina, an oil that occupies a central place in their traditional culture and economy.

Legal Services Society

MANDATE

Under section 9 (1) of the *Legal Services Society Act*, the Legal Services Society (LSS) mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia, and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

I live multiculturalism by...
Learning about new cultures and treating everyone equally.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery.

LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.
(From LSS Guiding Principles: Code of Ethics)

MULTICULTURALISM POLICY

LSS ensures its services are accessible to all communities. It does this by funding interpreters and translators for clients receiving representation and advice services. LSS also produces public legal education and information materials in 11 different languages in print and online.

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements. LSS requires staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and follow an employment equity policy.

HIGHLIGHTS OF INITIATIVES

LSS ABORIGINAL LEGAL AID SERVICES

- Provided information and limited advice to 1,051 clients in Nanaimo and Port Hardy through Aboriginal Community Legal Workers.
- Funded Gladue reports for 121 clients, and delivered training on report writing for community justice workers to promote sentencing alternatives.

PUBLIC LEGAL INFORMATION AND EDUCATION

- LSS produced public legal information and education materials, in both online and paper formats, in 11 different languages.
- Legal Information Outreach Workers provided 8,935 clients with information services.

COMMUNITY OUTREACH AND DEVELOPMENT

- LSS hosted 3 regional conferences, bringing together 299 intermediaries from different sectors, including multicultural organizations, to provide information about access to legal aid.
- LSS partnered with 24 community organizations, which include band offices, women's shelters, and various other organizations. These partners are located in urban as well as in underserved rural, remote, and Aboriginal communities in BC. They provide information about legal aid services.
- The LSS community engagement initiative funded 25 community partners who serve multicultural clientele throughout the province.
- LSS, in collaboration with Immigrant Public Legal Education and Information Consortium and the Law Foundation, held a conference for 155 settlement workers from across the province to share legal information and resources for the immigrant and refugee community.
- LSS co-sponsored a provincial advocates' training conference, which included representatives from multicultural agencies.

TELEPHONE ADVICE SERVICES

- The Family LawLINE (FLL) provided advice to 4,806 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
- The Brydges Line is a province-wide toll-free telephone service available 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 23,450 clients.

Pacific Carbon Trust

MANDATE

Pacific Carbon Trust is a Crown corporation that delivers quality BC-based greenhouse gas (GHG) offsets to help clients meet their carbon reduction goals and to help grow BC's low-carbon economy. PCT is responsible for purchasing offsets from BC-based projects that are in compliance with BC's emission offsets regulation, ensuring credible offsets built on recognized international standards.

A carbon offset represents a qualifying reduction in greenhouse gas emissions generated by activities such as improved energy efficiency that can be used to balance the emissions from another source, such as travel. Pacific Carbon Trust delivers offsets to the BC government and broader public service organizations, to offset their greenhouse gas emissions.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Pacific Carbon Trust's board of directors and executive team recognize and support the important purpose of the Multiculturalism Act. The board has adopted BC's public sector Standards of Conduct, which indirectly relates to multiculturalism. The standards address the need for respect and dignity in workplace behavior; including preventing discrimination and harassment in the workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

2012/13 was Pacific Carbon Trust's fifth year of operation with a continued focus on establishing the corporation and supporting the public sector to be carbon neutral. As key processes, policies and structures evolve, the organization will continue to ensure that they are free from discrimination.

The organization provides employment opportunities for any qualified individual on the basis of the skills, abilities, knowledge and experience necessary to perform the required duties of a position. This is done regardless of race, colour, religion, sex, sexual orientation, age, ethnic origin or disability. Support for multiculturalism and diversity will continue to be considered as the corporation matures.

I live multiculturalism by...

Exploring cultural arts and
appreciating our
urban environment.

HIGHLIGHTS OF INITIATIVES

Pacific Carbon Trust will continue to look for further opportunities to support diversity and multiculturalism in its planning and operations.

Partnerships British Columbia

MANDATE

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions for public infrastructure which achieve value for money.

The company is focused on delivering consistent value to its clients and is committed to its long-term viability. The following goals support Partnerships BC's vision:

- » Plan and structure partnership delivery solutions for public infrastructure that are expected to achieve value for money;
- » Successfully implement partnership delivery solutions for public infrastructure through leadership in procurement, practices and market development; and
- » Maintain a self-sustaining organization and provide added value to an increasingly diverse client base.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

HIGHLIGHTS OF INITIATIVES

No new policies and structures in support of multiculturalism were implemented in fiscal 2012/13. However, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

I live multiculturalism by...

Being understanding of various opinions.

Pension Corporation

MANDATE

The Pension Corporation is a non-profit agent of the College, Municipal, WorkSafe BC, Public Service and Teachers' Pension Plans. The corporation provides professional pension administration services on behalf of each of the Plans' Boards of Trustees, their plan members and employers. Funding for administrative services comes from the Pension Plans.

I live multiculturalism by...
Encouraging understanding.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

This year, the executive have supported the development of leadership competencies through courses offered and articles posted on the corporation's intranet. "Respect: The Source of Our Strength" is a course offered through the corporation's Learning and Development program to help employees explore and develop respectful mindsets, attitudes, values and self-esteem in the workplace. Employees who complete the course will be able to establish three levels of the leadership competency: leading the organization, leading others and leading themselves, which includes a component on embracing diversity among team members. Approximately 108 employees have completed this two-day course. Several other sessions will be scheduled in 2013/14.

The Pension Corporation conducts an annual corporate survey to gather feedback from employees. One additional question was added this year under the Respect and Recognition category: "I feel comfortable being myself at work." Eighty per cent responded with a "strongly agree" or "agree." At the Pension Corporation we believe that key to embracing diversity is creating an environment where people can be their "authentic-self". This is the essence of a strong diversity culture.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Pension Corporation has a diversified workforce representing many different countries and cultures. We have almost 40 employees who speak several languages, including one staff member who speaks seven different languages. Many of these staff members have volunteered to be in our Language Assistance database, a translation service available on our intranet to help us communicate with clients who speak and write in languages other than English. Thanks to this translation service, the Pension Corporation can correspond in 21 different languages, such as Amharic, Tamil, Tigrigna, Korean, Armenian and Russian.

HIGHLIGHTS OF INITIATIVES

Our *From 12-21 Strategic Plan* — which was developed to guide us through the next nine years — recognizes the needs of our employees, plan members and employers. We have completed one year of the strategic plan and continue to work on and improve processes and practices as we move forward. Building a workforce that can meet the changing needs of our clients will be supported through the development of core competencies and a variety of courses specific to Pension Corporation needs.

Private Career Training Institutions Agency

MANDATE

- Establish basic education standards for registered institutions and to provide consumer protection to the students and prospective students of registered institutions.
- Establish standards of quality that must be met by accredited institutions.
- Carry out, in the public interest, its powers, duties and functions under the Private Career Training Institutions Act, regulations and bylaws.

I live multiculturalism by...

Getting to know my neighbours
and learning about
their traditions
and culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Private Career Training Institutions Agency (PCTIA) is committed to building a welcoming and diverse organization where individuals work without discrimination and treated with respect. PCTIA has the mandate of providing consumer protection to students- many with diverse socio-economic, ethnic and cultural backgrounds. The institutions regulated by the Agency are diverse in their programs and ownership, from Traditional Chinese Medicine schools to hairdressing, to sushi-making. Some schools run programs either partly or entirely in languages other than English. For example, some beauty colleges operate (either entirely, or with translations) in Punjabi, Hindi or Mandarin. PCTIA employees reflect the diverse community it works within.

MULTICULTURALISM POLICY

Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. However, to help reflect the sector, and where possible, PCTIA recruits employees with multiple language capabilities. Besides those born in Canada, PCTIA have also welcomed staff members from Australia, England, South Africa, Hong Kong, Peru, Colombia and the Philippines. There are 12 languages other than English spoken by PCTIA staff including: Cantonese, French, German, Greek, Japanese, Mandarin, Punjabi, Spanish, Afrikaans, Filipino, Polish and Ukrainian. In the past year, there has been a focus on adding Korean, Punjabi, Japanese, and Mandarin language abilities.

HIGHLIGHTS OF INITIATIVES

PCTIA continues to improve the quality of the website including offering translations in different languages and more forms offered in other languages. Where appropriate, multilingual staff members are encouraged to assist reception staff when liaising with members of the public who wish to converse in a language other than English.

The Agency provides students with access to interpretation services when necessary, including American Sign Language.

PCTIA supports employee-initiated events to showcase different cultures. Staff are encouraged to celebrate their cultural traditions — often in the form of bringing in culinary dishes during cultural events or sharing culture-specific edibles or gifts with their colleagues after a visit to their home country.

Provincial Capital Commission

MANDATE

The vision of the Provincial Capital Commission (PCC) is to connect and celebrate the Capital with all British Columbians. The PCC's mandate is to foster pride and awareness of the province's diverse cultures and rich history, to provide responsible stewardship of public assets, and to be a self-sustaining Crown corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The PCC board and management support government-wide policies that guide program delivery in a manner that is sensitive and responsive to the multicultural reality of B.C.

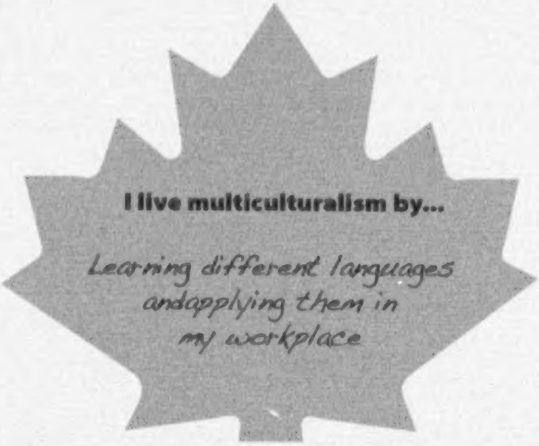
The PCC's Service Plan outlines program goals that emphasize children and youth, history and heritage, cultural diversity, Aboriginal peoples and civic commitment. Values and guiding principles include being respectful, inclusive and accessible as well as recognizing and supporting the diversity of British Columbia's cultures, landscapes and history.

MULTICULTURALISM IN THE WORKPLACE

» In 2012/13, composition of the PCC board of directors, staff and volunteers reflected B.C.'s diversity with members of Métis, Asian and European ancestry.

» We work with a diverse range of community partners on an ongoing basis including: the BC Association of Aboriginal Friendship Centres; Victoria Native Friendship Centre; Conseil Jeunesse Francophone de la Colombie-Britannique; L'association historique francophone de Victoria; Victoria BC Ska Society; Victoria Dragon Boat Festival; and the Sisters of St. Ann.

» PCC staff includes employees who speak both English and French as well as volunteers with English, French and Mandarin Chinese language skills.



I live multiculturalism by...

Learning different languages
andapplying them in
my workplace

HIGHLIGHTS OF INITIATIVES

In partnership with the Francophone Affairs Program, the PCC developed a bilingual (French and English) botanical brochure for the St. Ann's Academy grounds to complement interpretive signage completed in 2011/12.

As part of St. Ann's Academy's historical interpretation program, we offered guided tours and school programs in English and French as well as offering self-guided tour booklets available in English, French, Spanish, Italian, German and Japanese.

The PCC provided venues and funding for multicultural programming as part of Canada Day and BC Day celebrations in the Capital as well as providing inkind use of venue space for the Victoria Ska Festival, the Victoria International Buskers Festival, the Victoria Dragon Boat Festival, and the Victoria Fringe Theatre Festival.

The PCC provided funding towards the First People's Festival celebrating National Aboriginal Day in the Capital.

The PCC supported the 2012 regional and provincial heritage fairs showcasing student history projects including multicultural topics of historical interest.

The PCC partnered with the City of Victoria to celebrate its 150th anniversary of incorporation and produced "CityUnited" a one day celebration at St. Ann's Academy on BC Day. The very diverse programming reflected the cultures and communities of the city. Likewise, the PCC was a sponsor of the 100th anniversary of the Township of Esquimalt and participated in a multicultural community celebration at Gorge Park on September 8th.

The PCC supported the 2013 Francophone Youth Parliament.

The PCC's website (www.bcpcc.com) included sections that honour cultural diversity within the Capital and highlighted PCC programs, initiatives and outreach visits pertaining to First Nations and other culturally-distinct groups. Coast Salish culture was featured in our online Grade 4-5 social studies unit and pioneer Chinese-Canadian issues are featured in our award-winning online Grade 10 social studies unit with teaching resources for both units available in English and French.

The PCC's YouTube channels featured mini-documentaries on a number of historical topics including B.C.'s Jewish, Black, Chinese-Canadian, Doukhobor and First Nations communities.

Royal British Columbia Museum

MANDATE

The Royal British Columbia Museum (RBCM) brings B.C.'s stories together. Our collections, research and presentations enable us to tell the stories of BC in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of B.C., and provides a dynamic forum for discussion and a place for reflection.

I live multiculturalism by...

Taking pride in the diversity
of British Columbia
and Canada.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the human, natural and archival history of the province of BC and is the only institution in BC that assumes this role.
- Continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff and co-op students.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- The RBCM Site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.

- The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for BC's human history and a vital element of British Columbia's culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Staff within the RBCM speak the following languages: Arabic, Cantonese, Cebuano, Dutch, German, French, Japanese, Mandarin, Polish, and Spanish. A document outlining who speaks which language is accessible by all staff and assists us being able to communicate with our international visitors.
- The RBCM offers international internships to a university students in various museum studies.
- The RBCM partners with First Nation's to deliver a number of school programs.
- The RBCM provides no-charge admission to all First Peoples.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities. In April of 2011, the Royal BC Museum installed a vertical platform lift on the 3rd floor of the exhibits building, now providing easy access to the mezzanine level of the First Peoples Gallery.

HIGHLIGHTS OF INITIATIVES

- The RBCM created a new Volunteer team to reach out to potential visitors of the RBCM. The Street Team travels in pairs throughout the downtown area speaking to people about the museum and archives. The initiative focused on recruiting fun-loving, outgoing volunteers who were fluent in English and spoke at least one other language to help answer on-the-street questions about the museum and its partners. This initiative addresses and celebrates the diversity and multiculturalism of the visitors of Victoria.
- The RBCM opened the *Traditions in Felicities — Celebrating 155 Years of Victoria's Chinatown* exhibition. The exhibition reveals an important part of local history and exemplifies the Royal BC Museum's commitment to collaborate with and represent diverse communities, and to the preservation and representation of Victoria's Chinatown history. The oldest known Chinese Freemasons' lantern in Victoria's Chinatown along with video compilations tells the story of what life was like in Victoria's Chinatown and is a tangible reminder of the important connection between the Asia Pacific region and British Columbia, as well as the important role of Victoria's Chinatown in that history.
- BC Bites and Beverages, an RBCM Public Program, hosted three first nations experts on the native food movement in the First People's Gallery for "*Rich in Food: Revitalizing Traditional Food on the Northwest Coast*".
- The staff of the RBCM speak, read and/or write English, French, German, Dutch, Spanish, Polish, Cantonese, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the World.

- Images of historical birth, marriage and death records have been made available for the first time, on-line via BC Archives. Open, free access to public records of historic nature will help researchers and writers tell the story BC and assist people interested in genealogy or local history. Having these records online benefits the citizens of BC and people around the world — anyone who has roots in this province can now explore their BC heritage.
- Organized many events to commemorate Veteran's Week including seven days of free talks, activities and displays to honour whose who have served and continue to serve including talks by the Hong Kong Veterans' Commemorative Association that reflected the diversity of Canadian Veterans.
- The RBCM continued with the family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' Life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.
- Continue to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages. (English, French, Spanish, German, Japanese, Chinese & Korean)
- No Admission charge to First Nations visitors to the Royal BC Museum galleries.
- The RBCM has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.

Transportation Investment Corporation

MANDATE

Transportation Investment Corporation (TI Corp) is the Crown Corporation responsible for delivering the Port Mann/Highway 1 Improvement (PMH1) Project, the largest transportation infrastructure project in British Columbia's history, including the development, implementation and management of tolling operations to pay for the project.

The PMH1 Project includes construction of a new 10-lane Port Mann Bridge (the widest bridge in the world), 37 kilometres of highway widening from Vancouver to Langley including 30 kilometres of new high occupancy vehicle lanes, and the replacement of nine highway interchanges. Phase One of the PMH1 Project was completed on December 1, 2012 and included the opening of the new Port Mann Bridge. These improvements have already significantly reduced congestion and travel times along the Lower Mainland's most economically critical corridor.

On December 8, 2012, tolling began on the new Port Mann Bridge. This followed an extensive public outreach campaign that began on September 12, 2012 with the launch of TReO– the easy, electronic and efficient tolling system for the Port Mann Bridge. As a result of this campaign, more than 500,000 drivers had registered their vehicles for a TReO account when the Port Mann Bridge opened on December 1, 2012. To date, 90 per cent of regular Port Mann Bridge drivers have registered for a TReO account.

With millions of vehicles using the Port Mann Bridge each month, the PMH1 corridor is the Lower Mainland's busiest stretch of highway. Reaching those drivers to inform them about the new bridge, TReO, and the benefits of registering for an account was a business priority for TI Corp. This required a specific and targeted multicultural engagement plan that recognized cultural diversity in the Lower Mainland.

These measures are also supported by a multicultural operational plan at TReO that provides in-language services for customers whose primary language, or language of choice, is not English.

I live multiculturalism by...

Taking an interest in where people are from.

TREO PUBLIC OUTREACH CAMPAIGN

The TReO public outreach campaign was activated on multiple channels, including print, radio, and televised closed captioning. To support the campaign, a separate multicultural campaign was developed with creative content geared towards the major multicultural communities in the Lower Mainland. By specifically targeting these groups, TI Corp was able to ensure its entire diverse and multicultural customer base was aware of the Port Mann Bridge and was afforded the opportunity to take advantage of TReO discounted toll rates and promotions.

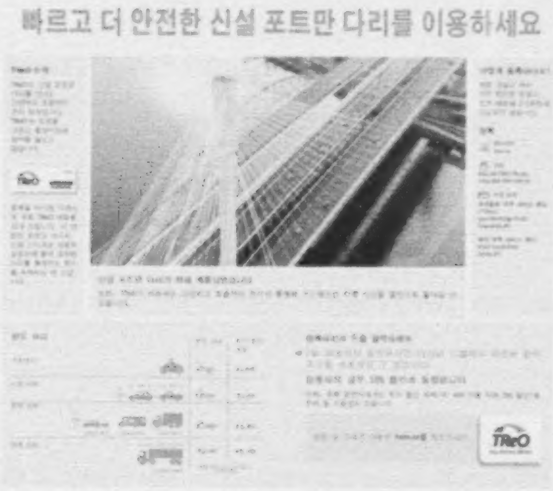
For print media, a separate multicultural campaign was developed specifically for ethnic audiences. Three separate Korean, Chinese and Punjabi ads were developed and run in select ethnic newspapers.

ABOVE: Korean print ad as run in the: Korean Daily; and Korean Times.

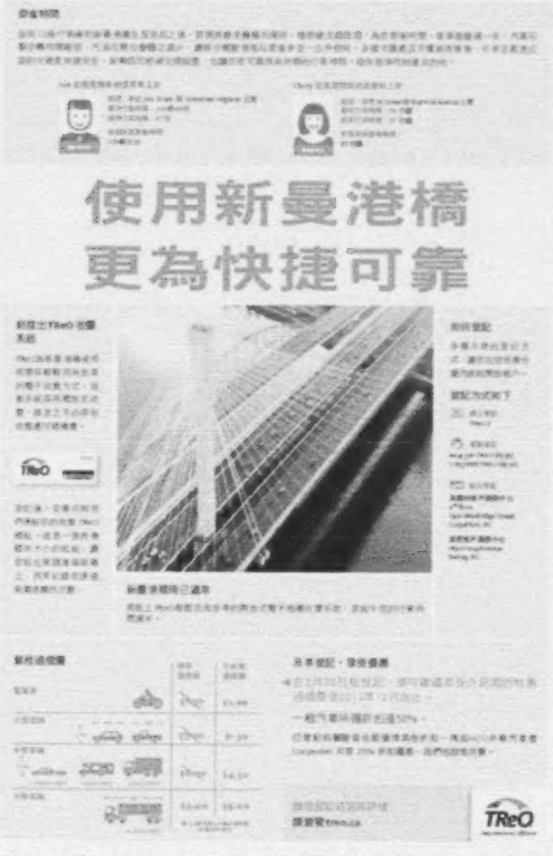
ABOVE: Chinese print ad as run in the: Ming Pa; Sing Tao; and World Journal.

ABOVE: South Asian print ad as run in the: Akal Guardian; Indo Canadian Times; Punjabi Tribune; Indo-Canadian Voice; Indo-Canadian Awaaz; and Sach di Awaaz.

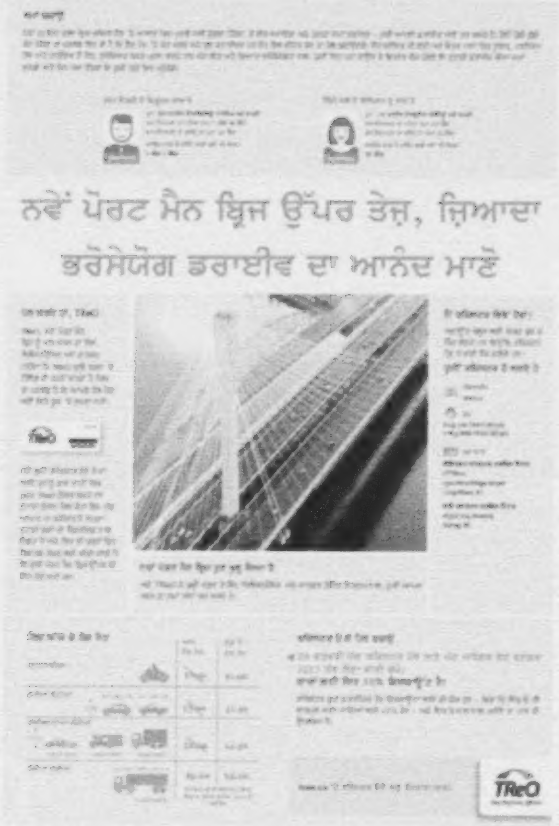
Advertorials informing people of the Port Mann Bridge and TReO tolling were also created and advertised through in-language papers.


빠르고 더 안전한 신설 포트만 다리를 이용하세요

ABOVE: Korean advertorial published in the: Korean Daily; and Korean Times.


使用新曼港橋
更為快捷可靠

ABOVE: Chinese advertorial published in the: Ming Pa; Sing Tao; and World Journal.


ਨਵੇਂ ਪੋਰਟ ਮੈਨ ਬ੍ਰਿਜ ਉੱਪਰ ਤੇਜ਼, ਜ਼ਿਆਦਾ ਭਰੋਸੇਯੋਗ ਡਰਾਈਵ ਦਾ ਆਨੰਦ ਮਾਣੋ

ABOVE: South Asian advertorial published in the: Akal Guardian; Indo Canadian Times; Punjabi Tribune; Indo-Canadian Voice; Indo-Canadian Awaaz; and Sach di Awaaz.

And, radio ads were developed specifically for Punjabi radio stations RED FM, RJ1200 and Rimjhim. In-language closed captioning was also recorded and broadcast on the ethnic TV station OMNI TV.

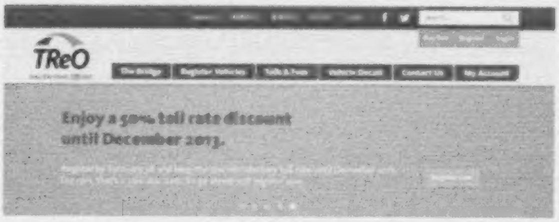
TREO OPERATIONS

To effectively serve all TReO customers through all major touch points, TI Corp developed a multicultural plan to provide in-language service verbally and digitally.

A community outreach program that was implemented to provide an in-person activation channel for communities in close proximity to the bridge. This channel focused on registering and informing customers in their own communities at community centres, shopping malls, employer lobbies, universities and community festivals.

The community outreach team was present at the following multicultural events with in-language customer service representatives: Langley International Day Festival, Korean Heritage Day Festival, Richmond Night Market, Abbotsford Multicultural Event, and Surrey Fusion Festival.

During the registration phase, September 12 – December 1, 2012, the TReO website was available in six languages: English, French, Cantonese, Mandarin, Korean and Punjabi. Combined, these pages were visited over 25,000 times.



Enjoy a 50% toll rate discount until December 2013.

Multilingual agents have also been on staff since September 12, 2012 to take calls from TReO customers whose primary language, or language of choice, is not English. To date, over five thousand customers have been served using this channel.

HIGHLIGHTS OF INITIATIVES

The PMH1 Project encompasses multiple municipalities in the Lower Mainland, as well as First Nations traditional territories. Wherever possible, TI Corp works closely with First Nations communities and incorporates traditional knowledge into the planning and design of wildlife and habitat enhancement projects along the PMH1 corridor.

In June 2012, a special event was held to celebrate the return of salmon to Wilson Farm following the completion of the Wilson Farm Habitat Enhancement project. The event was held by the Kwikwetlem First Nation, TI Corp and Metro Vancouver with the Musqueam First Nations group in attendance.

The event took place on the traditional territory of the Kwikwetlem First Nation and featured a welcoming ceremony, a formal blessing and the unveiling of a new interpretive sign describing the habitat enhancements.

Members of the Kwikwetlem and Musqueam First Nations also participated in the official opening of the new eight-lane Port Mann Bridge on December 1, 2012.

The PMH1 Project contractor, Kiewit/Flatiron, has an active First Nations engagement program. This program works with First Nations to actively identify individuals interested in PMH1 Project employment and where possible, ensure those individuals are considered for appropriate positions.

TI Corp also has a practicing Carbon Action Multicultural Initiative (CAMI) Committee. The committee's mandates include recognizing and celebrating the cultural diversity of the TI Corp team through team building events and acknowledging days of awareness such as National Aboriginal Day and Canadian Multiculturalism Day.

BRITISH
COLUMBIA